



NETWORK

The network is source for consumer complaints

CIS COMPLAINT

Record 101 of 135	
Reference Number	36617875
Created Date	03/02/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098675022
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/02/2012
Updated By	BBBCOCA-USER
Updated Date	04/11/2012
Agency Contact	External Agency
Complaint Date	03/02/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	IRVINE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	

Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	

Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp
Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	My printer which I have barely used - have

Complaint Info Comments	<p>printed less than 300 sheets of paper on it, is having trouble printing and chews up paper. ---</p> <p>Additional Comments: After talking to your support rep, I asked to be connected with a customer sales rep. I was on hold for about 15apos, the support rep came back and said that the customer service rep "refuses to take my call" since there is nothing they could do for me. That is simply unacceptable. I expect that Epson will either replace the printer with a new one, or will give me some kind of a rebate to purchase a new one. This is a brand new printer with less than 200 sheets of paper printed. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 102 of 135	
Reference Number	36618445
Created Date	03/28/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098680793
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ATLANTA
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The printer I purchased stopped working within the warranty period, Epson is refusing to replace it or repair it. --- Additional Comments: I would like the printer repaired or replaced. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 103 of 135	
Reference Number	36646203
Created Date	04/16/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/16/2012
Updated By	CRSS\rmiller
Updated Date	04/19/2012
Agency Contact	Internet
Complaint Date	04/16/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Duluth
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://www.epsonstore.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Internet/E-mail

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The unsubscribe form provided is broken. It requires a two or three character suffix on email address, so anyone with a four character top level domain cannot unsubscribe. I have tried contacting Epson as well as abuse@rsys3.com (seems to be a mailing list company of some sort emails come from epson@epson.rsys3.com) and neither have responded, Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 104 of 135	
Reference Number	36838445
Created Date	03/26/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098680164
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/26/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ST MARYS
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Product came defective. Inaccurate resolution provided by Epson Customer service. --- Additional Comments: All I asked was for a new unit to be sent to arrive next day as initially promised by customer service.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 105 of 135	
Reference Number	36929859
Created Date	03/29/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098681414
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/29/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/29/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DETROIT
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I purchased this printer from a retail store, it stopped working I contacted Epson because of the warranty on the product they cannot replace printer. --- Additional Comments: Replace with a new printer not a refurbished printer.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 106 of 135	
Reference Number	36978198
Created Date	05/03/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/03/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/03/2012
Transaction Date	
Member of armed forces or dependant?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Navarre
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	Dependent Spouse - Service Member
Consumer Military Station	b(6)
Consumer Complaining Company/Org	
Consumer Military Service Branch	U.S. Navy
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	http://www.epson.com/
Company Rep First Name	Anna Marie
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Customer Relations
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: other

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$99.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In March 2012, a family member purchased an Epson Stylus printer for me and my wife as a gift. The printer was falsely advertised on Epsons website as compatible with AppleMac Operating Systems, including OS X 10.7.x (Lion operating system). The packaging of the printer also indicated its compatibility with Apple Operating Systems. After approximately 30 days of use with consistent problems with printing, I called the Epson technical assistance line. I was advised that the printer is not compatible with the Apple Operating System OS X 10.7.x, the Operating System I use, due to instability with the Epson driver. The representative advised me that Epson did not have stable drivers for that operating system. The technical assistance representative openly admitted that Apple had upgraded so fast that Epson had not yet developed stable drivers allowing the printer to work flawlessly with the updated Apple Operating System. I was then transferred to the Epson Customer Relations Department. I advised the customer relations representative that the website was falsely advertising the printers capabilities as compatible with the OS X 10.7.x. After 2 hours on the phone with tech support representativescustomer relations, the customer relations representative indicated</p>

	(1) that it was an Apple problem, (2) they did not care that the company put out inaccurate and blatantly false information on its website claiming the printers compatibility with Apple products, and (3) that there was nothing they could do or WOULD do to rectify the situation. The printer cannot be returned to the Army Air Force Exchange Service (AAEFES) based on the amount of time that has passed since its purchase. We do not have the original box or the receipt as it was a gift.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 107 of 135	
Reference Number	37381577
Created Date	04/19/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098685667
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/19/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HARRISON
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The advertising in R2000 printer says quotbuy R2000 with 100 dollars rebatequot, up to 5 claims, but I got flagged. --- Additional Comments: They need apologize for their rude behavior either through phone or online. I promise I wonapost buy anything from their website or phone!!
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 108 of 135	
Reference Number	37381581
Created Date	04/19/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098685611
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/19/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WILLS POINT
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After hours on hold, replacement after replacement, they still canapost supply me with a working printer/scanner. About to receive 4th printer --- Additional Comments: Return my money. They can have the printer. ENOUGH!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 109 of 135	
Reference Number	37382191
Created Date	04/09/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098683241
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/09/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FAIRBANKS
Consumer Address, State Code	AK
Consumer Address, State Name	Alaska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I am having issues with a printer and epson will not allow me to return the item. --- Additional Comments: I would just like to return this printer. Thanks. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 110 of 135	
Reference Number	37564160
Created Date	05/03/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098688535
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LIMA
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Company has failed to honor warranty and replace printer with a new printer. --- Additional Comments: Consumer is requesting to receive a new printer instead of a refurbished one.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 111 of 135	
Reference Number	37601709
Created Date	04/18/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098685488
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/18/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OTTUMWA
Consumer Address, State Code	IA
Consumer Address, State Name	Iowa
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I purchased an Epson Stylus NX330. In the booklet that came with it, it states I can print in black when out of colored ink. I canapost. --- Additional Comments: Replace the ink cartridges, replace the printer and ink cartridges, or send me the amount of the purchase price of the printer (\$49.00 + 7% sales tax).'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 112 of 135	
Reference Number	37602029
Created Date	04/26/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098686929
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/26/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	RIVERSIDE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Company shaking me down for money for warranty exchange. --- Additional Comments: Exchange the printer. Send me replacement printer and I will ship them back this worthless paper weight.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 113 of 135	
Reference Number	38420682
Created Date	06/28/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/28/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	06/28/2012
Transaction Date	05/17/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Talent
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson Accessories, Inc.
Company Address, Line 1	PO Box 93107
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90809
Company Address, ZIP Code Extension	3107
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	2761300
Company Phone, Extension	
Company Email	
Company Website	epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	05/17/2012
Complaint Info Initial Response Method	Phone: 800/888 number

Complaint Info Initial Response Date	05/17/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$499.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$499.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Company will not honor rebate that was advertised of \$100. Company claims rebate must be submitted within 30 days, but does not advertise this on the website in a way that is noticeable or easily accessible. Company has misleading advertised price of \$399 which includes a rebate without showing the terms and conditions of the rebate.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 114 of 135	
Reference Number	38760042
Created Date	05/03/2012
Complaint Source	Tennessee, Department of Commerce and Insurance, Consumer Affairs Division
Originator Reference Number	12-01870
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	TN34-USER
Entered Date	05/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PARIS
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	epson@custhelp.com
Company Website	www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers; Equipment\Software
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Tennessee Division of Consumer Affairs provided additional information in fields whose header titles are quoted and follow the complaint notes. In these notes, C stands for Consumer and R for Respondent. --- C claims R has been unable to fix his printer --- Date Complaint Closed: 29-Jun-12 --- Closure Code: Successful Mediation - Full Resolution --- Amount Recovered: \$219.49
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 115 of 135	
Reference Number	38800151
Created Date	06/14/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098697603
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/14/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/14/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SPRING HILL
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	We are almost positive that we bought an extra 2 years warranty when we bought the printer , but they say they can not find it. --- Additional Comments: Honor warranty.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 116 of 135	
Reference Number	39031980
Created Date	05/16/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098691433
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/16/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/16/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MUNDELEIN
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	

645 all in one doesnapost come with required

Complaint Info Comments	<p>USB cable. Called the customer service twice NO ONE knows where anything about their own equipment. --- Additional Comments: DO NOT TAKE MY MONEY AND WASTE MY TIME. After attempting to set up the printer, you get to the part about NOT including a USB cable. Well I know what the USB connection portion looks like, but not the printer connect portion. As there are only 2 other connections on the back both phone line connections ?????? Your staff keeps telling me there is a USB connection where there are only phone connects????????????????????</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 117 of 135	
Reference Number	39032032
Created Date	05/21/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098692154
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/21/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/21/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FORT LAUDERDALE
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	FedEx stated on their website that the package had been delivered on Mon 5/14/12 at 2:15pm. The package was NOT delivered. I requested a refund, --- Additional Comments: I would like a full refund of \$34.47 placed back into my checking account IMMEDIATELY and a pickup by FEDEX of the package. '
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 118 of 135	
Reference Number	39032925
Created Date	06/01/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098694753
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/01/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/01/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PORT SAINT LUCIE
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Submitted my rebate.They received it 3/30/2012.Told me on their website Iapost get it in 4 weeks.Over the phone 3x in 8 weeks. It is not processed yet, --- Additional Comments: They need to send a corporate check immediately, and not via their quotthird partyquot check. I want this resolved asap or as I stated to them I will be calling my lawyer.'
Complaint Info CRA Dispute	

Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 119 of 135	
Reference Number	39153678
Created Date	06/11/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098696707
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/11/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/11/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CONCORD
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Printer purchased. Issues. RMAaposed, I was then provided a clearly used printer. More issues. Stuck with expensive ink. --- Additional Comments: Refund the price of the ink which can no longer be used.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 120 of 135	
Reference Number	39155112
Created Date	06/27/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098700250
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/27/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MIDDLESBORO
Consumer Address, State Code	KY
Consumer Address, State Name	Kentucky
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	Failed to provide service per agreement. ---

Complaint Info Comments	Additional Comments: Clearer instructions for shipping(state what a tracking number is and where to locate it.....we are not all experts at this!), email the tracking number to customers as well as a paper copy, have phone line extensions so you can reach the same customer representative every time and not have to rehash the issue to a new rep every single time. Also, checking merchandise before shipping to ensure it is a working product would be great.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 121 of 135	
Reference Number	39255697
Created Date	07/20/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098705912
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	07/20/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/20/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CHARLOTTE
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Epson Workforce 435. It has never been used for color printing, yet color cartridges read as depleted. BampW cannot be used if color read depleted, --- Additional Comments: Stop scamming people by programming ink cartridges to read as depleted, even though they are not. Also, stop scamming consumers by not allowing black and white printing if color cartridges read depleted. Provide a telephone number for support and allow for honest reviews of your products. '

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

DNC COMPLAINT

Record 122 of 135	
Reference Number	11406377
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	franklin
Consumer Address, State	TN
Consumer Address, State Name	Tennessee
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Epson
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	5884831
Other Information Created Date	08/28/2007
Other Information Complaint Date	08/27/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	08/27/2007
Other Information Transaction Time	15:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 123 of 135	
Reference Number	19293038
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	GA
Consumer Address, State Name	Georgia
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	epson electronics
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	408
Company Phone, Number	9220200
Other Information Created Date	06/13/2008
Other Information Complaint Date	06/13/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	06/13/2008
Other Information Transaction Time	13:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 124 of 135	
Reference Number	11076509
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	dallas
Consumer Address, State	TX
Consumer Address, State Name	Texas
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Epson America I.
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9973955
Other Information Created Date	07/23/2007
Other Information Complaint Date	07/20/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	07/13/2007
Other Information Transaction Time	04:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 125 of 135	
Reference Number	11198577
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	dallas
Consumer Address, State	TX
Consumer Address, State Name	Texas
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Epson America I
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9973955
Other Information Created Date	08/03/2007
Other Information Complaint Date	08/02/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	08/02/2007
Other Information Transaction Time	04:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 126 of 135	
Reference Number	11198609
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	dallas
Consumer Address, State	TX
Consumer Address, State Name	Texas
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Epson America I
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Other Information Created Date	08/03/2007
Other Information Complaint Date	08/02/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	08/02/2007
Other Information Transaction Time	04:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 127 of 135	
Reference Number	27055669
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	NEW HYDE PARK
Consumer Address, State	NY
Consumer Address, State Name	New York
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	EPSON MOBIL CREDIT CARDS
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	07/17/2010
Other Information Complaint Date	07/17/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	07/17/2010
Other Information Transaction Time	12:00:00
Other Information Comments	THIS IS ANOTHER CALL MADE BY A TELEMARKETER WHICH IS NOT WANTED AND VERY ANNOYING. I HAVE PUT ALL OF MY TELEPHONE NUMBERS INTO YOUR WEBSITE SEVERAL TIMES AND STILL RECEIVE THESE CALLS DAY AND NIGHT AND WEEKENDS. IF THIS IS NOT REMEDIED SOON, I WILL TAKE THESE COMPANIES AND YOU TO THE AMERICAN CIVIL LIBERTIES UNION. THIS IS A VIOLATION OF MY RIGHTS AND IT NEEDS TO STOP.
Other Information Existing Business	

Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 128 of 135	
Reference Number	13974809
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Epson Reed
Company State	
Company Phone, Country Code	1
Company Phone, Area Code	
Company Phone, Number	6136883625
Other Information Created Date	06/05/2008
Other Information Complaint Date	05/21/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	IVR
Other Information Transaction Date	05/20/2008
Other Information Transaction Time	00:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 129 of 135	
Reference Number	32588006
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	VA
Consumer Address, State Name	Virginia
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	EPSON AMERICA38
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	2764382
Other Information Created Date	09/22/2011
Other Information Complaint Date	09/22/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	09/22/2011
Other Information Transaction Time	00:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Don't Know or choose not to answer
Other Information Requested Entity to Stop Calling	No

Record 130 of 135	
Reference Number	11076505
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	dallas
Consumer Address, State	TX
Consumer Address, State Name	Texas
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Epson America I.
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9974015
Other Information Created Date	07/23/2007
Other Information Complaint Date	07/20/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	07/13/2007
Other Information Transaction Time	03:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 131 of 135	
Reference Number	11076512
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	dallas
Consumer Address, State	TX
Consumer Address, State Name	Texas
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Epson America I.
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9974015
Other Information Created Date	07/23/2007
Other Information Complaint Date	07/20/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	07/20/2007
Other Information Transaction Time	06:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 132 of 135	
Reference Number	24040668
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Trumbull
Consumer Address, State	CT
Consumer Address, State Name	Connecticut
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Epson Marketing or Ipson Marketing
Company State	NY
Company Phone, Country Code	
Company Phone, Area Code	212
Company Phone, Number	8972933
Other Information Created Date	09/17/2009
Other Information Complaint Date	09/17/2009
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	09/16/2009
Other Information Transaction Time	19:00:00
Other Information Comments	I am not sure of the spelling of the Company since I asked the caller for the telephone number and company and said I was reporting them and not to call again.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 133 of 135	
Reference Number	11505510
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Shickshinny
Consumer Address, State	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Epson America
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9977815
Other Information Created Date	09/01/2007
Other Information Complaint Date	08/31/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	08/31/2007
Other Information Transaction Time	06:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 134 of 135	
Reference Number	11508073
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Louisville
Consumer Address, State	KY
Consumer Address, State Name	Kentucky
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Epson America
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9973955
Other Information Created Date	09/01/2007
Other Information Complaint Date	08/31/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	08/30/2007
Other Information Transaction Time	06:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 135 of 135	
Reference Number	30640513
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Erie
Consumer Address, State	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Epson America
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9977342
Other Information Created Date	05/20/2011
Other Information Complaint Date	05/20/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	05/19/2011
Other Information Transaction Time	03:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

As a Consumer Sentinel Network member, you must properly protect any information printed, downloaded, or otherwise removed from the Network as stated in OMB Memo M-06-16. Please delete or destroy this information within 90 days unless its use is still required for law enforcement purposes. When destroying the information you should burn, pulverize, or shred the information saved in paper format and destroy or erase information that has been saved electronically so that it cannot practicably be read or reconstructed. Proper erasure of electronic information must include the overwriting or "wiping" of the information from the electronic media on which it is stored.

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Provided by the Federal Trade Commission



NETWORK

The consumer's source for consumer complaints

CIS COMPLAINT

Record 1 of 135	
Reference Number	1543273
Created Date	08/30/2001
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JBLAND
Entered Date	08/30/2001
Updated By	WCARDENAS1
Updated Date	12/21/2007
Agency Contact	Internet
Complaint Date	08/29/2001
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Brodhead
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	

Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Apple Computers, Microsoft Corp., Epson, and Sears/freelotto.com
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	

Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	033212143
Complaint Info Product Service Description	Computers: Equipment\Software\Lotteries\Lottery Ticket Buying Clubs
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I'm at a loss at what to do at this point. I'm getting absolutely no help from Apple, Microsoft, Epson, the Wisconsin Bureau of Consumer Protection, or the elected representatives that I have filed my complaints with and keep sending copies of my Journal of Computer Problems to each week. Even the Bureau of Consumer Protection is rejecting my consumer complaints. All Sears Apple support can give is band aide support. They cannot resolve these computer problems. I need to change to a different computer, such as Compaq, Dell or Gateway. The problem is that I do not know anything about these

Complaint Info Comments	<p>computers. Sears will exchange my iMac for a Compaq, but if I go with any of the others I'm going to be out the over \$1200 I have invested in this computer. Even with a Compaq computer, I'm going to be out the over \$500 that I have invested in a printer, floppy disk drive, zip 100 drive, and USB connecting system. I do not know if these are compatible with Dell or Gateway computers. I also need a computer that will recognize all of the documents that I created over the last ten years. I just do not have that kind of money to start over. Any help or suggestions that anyone can give me would be greatly appreciated. If you send me a real e-mail address I will send you copies of the consumer complaints I have filed and copies of my weekly Journal of Computer Problems that I keep. Thank you for taking the time to read and to consider what I have written. Sincerely, (b)(6)</p> <p>(b)(6)</p> <p>(b)(6) UPDATE 08/13/07 MAIL: Department of Agriculture state of WI forwarded complaint from consumer. Consumer complained that freelotto.com sent him a email stating he had won. Consumer feels that the company is deceptive. lsharpUpdate:mail12/21/2007 Sent from WI Consumer Protection Agency: Consumer sent a hard copy of complaint.weardenas</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 135	
Reference Number	11242171
Created Date	08/09/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DBRAHLEK
Entered Date	08/09/2007
Updated By	JOB: Upd_internet_related
Updated Date	08/10/2007
Agency Contact	Internet
Complaint Date	08/08/2007
Transaction Date	07/30/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Limassol
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	CYP
Consumer Address, Country Name	CYPRUS
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson Home Cinema 1080 Projector
Company Address, Line 1	350 S Figueroa St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LosAnegles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	CA90071
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5923668
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Robert
Company Rep Middle Name	
Company Rep Last Name	Faulkner
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	07/30/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	\$2383.55
Complaint Info Amount Paid Method	Money Order (Not Classified)
Complaint Info Amount Paid Value	\$2383.55
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	LJB
Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	UU
Complaint Info Statute Description	Mail or Telephone Merchandise Order Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>(Product Name: Epson Home Cinema 1080 Projector) I placed an order (dated 21.07.07) for an Epson PowerLite Home Cinema 1080 projector for the amount of \$2,383.55. My order included Fed-ex international priority which meant it would be delivered in 2 days. I wanted to pay by credit card but they informed me I had to pay the equivalent of this amount in e-gold. I therefore set up an e-gold account and wired the money from my (b)(6) bank account into my e-gold account. I then transfered \$2,383.55 of e-gold to DMXCITY's e-gold account on 30.07.07. I was informed by DMXCity the product was in shipping the same day. However, after several e-mails requesting the Fed-ex tracking number I received no reply. I tried telephoning them, but I only obtain pre-recorded mesagges. I then searched for more details regarding this organisation/website and discovered it had only been set up in April 2007 and that there had been many internet users posting concerns that this website was a scam. I last sent them an e-mail on 08/07/2007 informing them that unless I had a reply, I would be reporting the incident as a felony and inform the relevant authorities that their website/organisation is a scam to steal money from internet users. I have had</p>

	no response.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 135	
Reference Number	11380745
Created Date	08/23/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	08/23/2007
Updated By	JOB: Upd_internet_related
Updated Date	08/24/2007
Agency Contact	Internet
Complaint Date	08/22/2007
Transaction Date	08/20/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Warminster
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Lisa
Company Rep Middle Name	
Company Rep Last Name	Camez
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	08/20/2007
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: cx6000 All in one printer) Original purchase 12/2006 Returned under warranty 06/2007 Same problem 08/18/2007 Many customers have experiences the same issues with cx6000 Log onto e opinions, many have expressed same frustrations. Company needs to step up and recall cx6000 or lose customer confidence. Thanks (b)(6) (b)(6)
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 4 of 135	
Reference Number	11519724
Created Date	09/05/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	09/05/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/01/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Newport
Consumer Address, State Code	DE
Consumer Address, State Name	Delaware
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: printer rebate program) I purchased a computer from Gateway which advertised a printer rebate in the amount of \$75.00. I sent the proof of purchase, rebate form and receipt for the unit back on July 30,2007. On August 30, 2007, I recieved my rebate form returned telling me that I did not provide the serial number of the unit. It was clearly written on the form and included on the proof of purchase seal. I believe that Epson purposefully is looking for a way to not pay me the rebate, despite all the evidence I sent them showing that I indeed purchased their product. Please investigate if any other consumers complained about not getting their rebates.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 5 of 135	
Reference Number	11567412
Created Date	08/06/2007
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC533242
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	08/06/2007
Updated By	IC3-USER
Updated Date	09/11/2007
Agency Contact	External Agency
Complaint Date	08/06/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ST. LOUIS
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson Consulting Limited
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONDON
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	GBR
Company Address, Country Name	UNITED KINGDOM
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Alvino
Company Rep Middle Name	
Company Rep Last Name	Morales
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>ICCC Ref # 10708061218425932:I've copied and pasted the e-mail for you here, I believe it to be a scam, Yahoo! Address BookFrom the Address Book of elgordodraw2007 Ref: ELGD/34117HPG-GRCC . Draw No.: 22451 Category: 2B . Winning Number: 08 15 30 31 34 43 40 Batch Number: ATP/44863214257/3445328/563 Date: 6th August, 2007 WINNING NOTIFICATION!!! We happily announce to you the draws of the inaugural Promotional Lottery Programme (ElGordo Lottery of Spain) held in Madrid, Spain on the 1st of August, 2007 in which you and five (5) provisional winners were selected as winners under draw No. 2245. Due to mix up in some numbers and names the results of the draw were withheld and released today. For the purpose of security you are therefore strongly advised to keep this award notification from public notice until your claim has been processed and your prize money paid as this is part of our security protocol to avoid duplicity of claims or abuse of this programme by hackers. Our staffs are sworn to secrecy, so you will be the only one to know what you have won. Your e-mail</p>

	<p>address attached to ticket number: 08-04-33-38-BL-AU drew the lucky numbers: 08 15 30 31 34 43 40, which subsequently won you the lottery in Category 2B. All participants were selected randomly through computer ballot draw system and from 150,000 individuals as part of our international promotions program. To begin your claims therefore, you are advised on final notice and as a matter of urgency, to contact our licensed and accredited claim agent for the processing of your prize awards winning and payment. CONTACT: MR. ALVINO MORALES, EPSON CONSULTING LIMITED, LONDON, UNITED KINGDO</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 6 of 135	
Reference Number	11624838
Created Date	09/17/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	09/17/2007
Updated By	JOB: Upd_internet_related
Updated Date	09/18/2007
Agency Contact	Internet
Complaint Date	09/12/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Miami Shores
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	70 - 79
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America In
Company Address, Line 1	P O Box 93012
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90809-3012
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	IID
Complaint Info Law Violation Description	Breach of Warranty\Guarantee
Complaint Info Statute Code	ZZ
Complaint Info Statute Description	Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Epson Stylus C88+ color printer) Epson C88+ purchased 12/04/2006 Serial jkdy 136742. Stopped working 08/15/2007. Last e-mail 08/26/2007 requesting relief under the Warranty. No further response.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 7 of 135	
Reference Number	11632396
Created Date	09/18/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	09/18/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/14/2007
Transaction Date	08/06/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Oak Ridge
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	981-3840
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Andrea
Company Rep Middle Name	
Company Rep Last Name	Zoeckler
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	08/06/2007
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Epson Bundle \$75 Rebate) FTC, I purchased an Epson Printer and Kodak digital camera at "Staples" (an office supply store). In the store were EPSON forms offering an "Epson Bundle \$75 Rebate" (Epson rebate #EP693). I fully completed the terms of the rebate, but got a letter from Epson today saying they will not honor this rebate. Epson says that purchases at Staples do not qualify for this rebate. The Epson rebate form specifically excludes: Best Buy, OfficeMax, B&H and Tiger Direct, but does not exclude Staples. I went to talk to the manager at Staples and he told me that the Epson sales representative actually put the rebates by the Epson products, and these are Epson rebates, not Staples rebates. Epson will not honor the rebate, even though I have fully completed all terms of the rebate, and sent all required documents and information to the Epson address listed on the rebate. I am sure this is illegal activity on Epson's part and I would like to have the FTC help me to get the \$75 rebate that is due me. Thanks.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 9 of 135	
Reference Number	11724457
Created Date	10/02/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	10/02/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/30/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Newport
Consumer Address, State Code	DE
Consumer Address, State Name	Delaware
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	Box 49430
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Strongsville
Company Address, State Code	OH
Company Address, State Name	Ohio
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	44149
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2776187
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	\$200.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Rebate for a Purchase) Epson advertised a rebate for \$75.00 on their CX4400 printer sold with a Gateway Computer. I sent in the form with the UPC codes and receipt and the company has refused to pay me the rebate. I have copies of the completed rebate form and paperwork sent to the company.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 10 of 135	
Reference Number	11747223
Created Date	10/05/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	10/05/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/03/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Irvine
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach,
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	92620
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Tammy
Company Rep Middle Name	
Company Rep Last Name	Nolan
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$103.43
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$103.43
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Eason Stylus CX6000 printer) Printer bought on 3-13-2007 There are 3 problems of this brand new printer: 1. Amazingly high consumption of ink when printing. I printed my first page of print on 3-15-07,the computer screen showed one-third of the ink in the cartridges had been consumed, 2. Hard to print, whenever I tried to print, the former data would be printed out on the sheet and then the printer would freeze. 3. Misrepresentation: the advertisement and on the case show-- Print documents fast- up to 27 ppm. But when printing or copying, one page takes 45 seconds. I called them a couple of times and problems has not been fixed until I filed a complaint to LA Better Business Bureau. They cleared the second problem once but it had come again just like lemon car. As for the first problem , they said it was just an error and will reset itself. But the truth is it never "reset" when I used the printer afterwards. It is really amazingly highly consuming the ink. I hope they can recall this problematic device and return my \$103.43
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 12 of 135	
Reference Number	11955819
Created Date	11/01/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	11/01/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/29/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Carlisle
Consumer Address, State Code	IA
Consumer Address, State Name	Iowa
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address,	

ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	

Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	2761311
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>(Product Name: V700 Flatbed scanner) I was interested in purchasing an Epson V700 flatbed slide and negative scanner. Not being able to find anybody selling the locally I decided to try the internet and see at what price they could be purchased there. I went to Google.com and entered 'epson v700' and clicked on search, and on the first page that shows up in a yellow box marked 'sponsored links' was an ad from Epson.com listing the V700 at \$499.99. So I'm thinking, great, I can get it directly from the manufacturer so there won't be warrantee problems, etc. I clicked on the link and went to their site, but there the V700 is only available at \$549.99. I called Epson and they said that there is nothing prohibiting deceptive advertising on the internet. If I had picked it up out of the general search results one could legitimately say that I'd found a link to an old sale that was no longer in effect, but when it's in a box marked sponsored links I tend to think that has more credence. The fellow I talked to indicated that they had no control of Google's ads and that it was not illegal to falsely advertise on the internet in any case. I passed this on to Ed Foster to investigate as well. See his writeup:</p>

	http://www.gripe2ed.com/scoop/story/2007/10/18/235112/68 The Iowa Attorney General referred me to this web site.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 135	
Reference Number	12142599
Created Date	10/22/2007
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC578831
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	10/22/2007
Updated By	IC3-USER
Updated Date	02/20/2008
Agency Contact	External Agency
Complaint Date	10/22/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FORT THOMAS
Consumer Address, State Code	KY
Consumer Address, State Name	Kentucky
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	us Epson
Company Address, Line 1	3840 Kilroy
Company Address, Line 2	airport Way
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$75.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>ICCC Ref # 10710221357491561: B@H photograph offering \$75 rebate on Epson PRinter, Sept 5.07 Order#206707360But they sent me the wrong rebate form for the product, then the Epson rebate center in Strongville Ohio, sends it back to me saying it is the wrong form. So B@H sends me another wrong form on line last early Oct, I have the email, and claims its all a mistake, Meanwile my 30 day opportunity is now gone. It seems like a form of deception and Fraud. I think that Epson, and B@H are in collusion to give false and deceptive rebate offers to sell their product, knowing full well, that they will never pay off. I have spoken to the legal department of Epson. I think that they are perpetrating a fraud, in collusion with their distributers. by the way the rebate forms are changing. And Model numbers are inluded or excluded. I have the different rebate forms, all with a 30 day opportunity. I think the participants involved are Epson in Ca. B@H in New York, and the Epson rebate office in Strongville Ohio, Makes it difficult or impossible to be compendsated, since they all just play a small enough part in the deception, I have all the records needed to show a pattern of abuse of these rebate offers, and exactly how they are defrauding the customer. How many rebates I wonder do they get to keep, just by deceiving the customer, It seems</p>

	impossible that Epson doesn't know exactly what they are doing. Thankyou very much for your time, It may be 75 dollars times how much. Thanks again (b)(5) I accidently stated that Epson was in the state of New York, rather than California, but the distributor of the product; B@H Photo is in New
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 14 of 135	
Reference Number	12169727
Created Date	11/19/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	11/19/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/16/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	State College
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	P.O. BOX 49415
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Strongsville
Company Address, State Code	OH
Company Address, State Name	Ohio
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	44149
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Epson Rebate \$75 buy a digital camera and printer) I submitted several rebates to Epson for buying a digital camera and a printer to get \$75 back. I submitted 5 in total. There was no limit on the rebate form. I purchased the items at staples.com. On the Epson rebate form, there is no mention that staples is not a valid store to purchase the items at. I received letters in the mail saying that purchases made at staples are not valid for this rebate offer. I called to ask why they are not valid, and explain that the rebate form does not state this. After a representative yelling at me, I got through to the supervisor and she explained that they will be putting that information on the rebate forms in January because Staples pulled out of the offer. However, she told me that I must go to the website to read that. On the form that I have it did not say anything about Staples not being valid. They owe me \$350 because their form is incorrect, and I would not have made the purchases if I knew that Epson would not honor the rebates.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 15 of 135	
Reference Number	12170954
Created Date	11/20/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LSHARP
Entered Date	11/20/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/19/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Los Molinos
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	70 - 79
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson Stylus C88+
Company Address, Line 1	MS 3-13
Company Address, Line 2	3840 Kilroy Airport Way
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: printer) first contact about this item did contact on other printer c84 what the way it is replied by company why do Epson sell printer that lock up dates and shout down printer making it none useable
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 16 of 135	
Reference Number	12217743
Created Date	11/26/2007
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ETINKER
Entered Date	11/26/2007
Updated By	JOB: Set_TCS_Flag
Updated Date	11/27/2007
Agency Contact	Phone
Complaint Date	
Transaction Date	05/01/2006
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Locust Grove
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	70 - 79
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	05/01/2006
Complaint Info Initial Response Method	Internet/E-mail

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer states that he bought a printer from Epson. Consumer was getting messages on the computer printer that the cartridges were empty which is false. Consumer wrote the Computers: Equipment\Software company and the company stated the cartridges were old. Consumer told the company the cartridges were full of ink. The consumer states there are not any expiration dates on the ink cartridges. Consumer feels this is deceptive and unfair. No email.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 17 of 135	
Reference Number	12698866
Created Date	01/14/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASMITLEY
Entered Date	01/14/2008
Updated By	JOB: Upd_internet_related
Updated Date	01/15/2008
Agency Contact	Internet
Complaint Date	01/11/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	bay shore
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$119.99
Complaint Info Amount Paid Method	American Express Credit Card
Complaint Info Amount Paid Value	\$119.99
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	IID
Complaint Info Law Violation Description	Breach of Warranty\Guarantee
Complaint Info Statute Code	ZZ
Complaint Info Statute Description	Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>(Product Name: epson stylus photo rx595)</p> <p>first of all i would like to ask an apology for some missing information because i threw away all the papers i kept for their telephone number, contact person, etc. becuase i got disappointed already when i called them to tell them that i was not satisfied and happy with the printer i bought from them, they said that there is nothing that they can do about it and that i was one week late with their 1 month return policy, the thing is i really like the way they advertise the product, that's why even though i already have 3 printers in my house i still bought it esp. that around the time i bought it was christmas was almost approaching, i bought it supposed to be to make our own photo christmas card to give away, but it turned out that the pictures that came out from the printer was bad, i am so not satisfied (esp. with the way they advertise the product, it was very convincing). I tried to call their on line support also hoping that they can resolve the problem (if there was any) because if the printer will print out the same thing that they advertised then there is no point for me to return the product, but their customer service (help) and me tried everything and run all the tests it needed, but still, the pictures weren't printing the way it should be, i was actually just looking to exchange it to another one or just give me a store credit,</p>

	but they said that they don't do such thing. i am just really disappointed with it and not satisfied at all!.. thank you so much for your faovrable attention to this matter.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 18 of 135	
Reference Number	12985055
Created Date	02/16/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DSULLIVAN
Entered Date	02/16/2008
Updated By	JOB: Upd_internet_related
Updated Date	02/17/2008
Agency Contact	Mail
Complaint Date	10/04/2007
Transaction Date	06/12/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Belle Mead
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	06/12/2007
Complaint Info Initial Response Method	Internet/E-mail

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$95.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$95.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	403
Complaint Info Topic Description	Rebate
Complaint Info Comments	MAIL: 02/16/08 The consumer wrote to state that Epson is not honoring the rebate that the consumer applied for. The company told the consumer that he was not eligible to obtain the rebate as he purchased his product from staples. The consumer states that it does not state this in any of the terms that the consumer signed, and has said as much to the company. The company still will not give the consumer his rebate. DSULLIVAN
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 19 of 135	
Reference Number	13043857
Created Date	02/27/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	02/27/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/19/2008
Transaction Date	02/19/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Flushing
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	873-7766
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	02/19/2008
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$45.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$45.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>(Product Name: C88+ Photo Printer) I had gotten a Class Action Lawsuit settlement from Epson of \$45 store credit regarding their practices on: Epson Ink Cartridge Cases, Judicial Council Coordination Proceeding No. 4347, Los Angeles Superior Court, State of California. I used the \$45 store credit to buy a Epson Stylus C88+ - Refurbished C11C617121-N on the Epson store website (www.epsonstore.com) with an Order #: WB-005598292 on 1/28/08. The item they had sent me had a hardware defect (broken) and I requested for a return on their website. They responded my return request via e-mail telling me to call their number 800-873-7766. I call their number talk with the customer service rep (Julia). She tells me that in order for me to return my broken item, I will need to talk to a technical support agent first to get a reference number. They transfer me and gave me a reference#: 07-965-135 to give to the tech support agent and then I get disconnected from their phone line. I call back one again to talk with a tech support staff (Jeff), where he quickly told me that my printer has a hardware problem then gave me a reference number of: 07-965-147. I call back the main number and once again speak with a customer service rep (Lester). Lester tells me that he will replace my</p>

	<p>broken printer but then tell me that the printer is out of stock. He then tells me to order another item on epson store and he will refund my \$45 once I call him back after I order another item. He also tells me to return my broken C88+ printer and gives me a Fed-Ex slip for me to print via e-mail. I had bought a printer for the purpose of printing, and now they want me to print a packing slip to return a broken printer? Pluse I have to drop the broken printer to a Fed-Ex store that is not within close proximity from my location, I am furious at this system. I believe that they are purposely using deceitful tactics in their business. Their offered resolution had upset me even more.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	.
Complaint Info CRA Dispute Resolved	.

Record 20 of 135	
Reference Number	13425173
Created Date	04/01/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	04/01/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/28/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Glasgow
Consumer Address, State Code	MT
Consumer Address, State Name	Montana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	000
Company Phone, Number	0000000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Epson Stylus Photo R280) I want to file this complaint against Epson for distributing known to be defective printers, specifically Epson Stylus Color R280 from Christmas Season through Feb 08. Dozens of individuals have posted issues with these printers not working out of the box. Epson replaced these printers no questions asked. Epson had no interest in having original printer returned. Epson knowingly sold defective printers so that they would not have to recall or dispose of printers, but instead forced consumers to throw away these defective printers. Epson needs to be investigated for selling known to be defective merchandise.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 21 of 135	
Reference Number	13494091
Created Date	04/09/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JSPINNATO
Entered Date	04/09/2008
Updated By	JSPINNATO
Updated Date	04/09/2008
Agency Contact	Phone
Complaint Date	
Transaction Date	04/09/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Lancaster
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	80 and Over
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	04/09/2008
Complaint Info Initial Response Method	Unknown

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer is complaining that Epson does not show any information about the amount (quantity) of ink left in the cartridge. No alt# or email given.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 23 of 135	
Reference Number	13951704
Created Date	06/02/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	06/02/2008
Updated By	JOB: Upd_internet_related
Updated Date	06/03/2008
Agency Contact	Internet
Complaint Date	05/30/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Centennial
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	70 - 79
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc
Company Address, Line 1	P.O. Box 93012
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90809-3012
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Printer CX4600) This printer was a Christmas gift 3 years ago. It was working fine until a preprogrammed command kicked in that causes lights to flash and the printer to stop working. Epson tells me it has a finite life span and will need service but that this would probably be too expensive so I need to buy a new one. If the printer isn't going to last more than 3 years I think the consumer should be made aware of that fact.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 24 of 135	
Reference Number	19688260
Created Date	07/28/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/28/2008
Updated By	SLESLIE
Updated Date	08/08/2008
Agency Contact	Internet
Complaint Date	08/08/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Round Rock
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson, Inc.
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	9228911
Company Phone, Extension	
Company Email	
Company Website	www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Other

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$500.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$500.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I own an Epson color laser printer and their printer cartridges do not completely empty before flashing a message that they need to be replaced even though there is approximately 25 to 30% of the ink left in the cartridge and must be replaced before continuing to print. It does not allow you the option of making the determination on your own if the printer quality is poor or not. These ink cartridges also cannot be refilled by the consumer because there is an electronic chip inside which cannot be reset. I believe this is a fraudulent business practice. When I spend \$12 to \$15 on each cartridge (four are required), I should be able to determine when and if the cartridge needs to be changed by looking at the quality of the printing myself. The printer will not continue to print. Epson says the reason is because it will damage the printer heads. However, I spent \$120 on this printer and each time I replace the cartridges, I spend nearly \$60 just to replace the ink. Thank you.. PS9000: Epson America, Inc.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 25 of 135	
Reference Number	20046002
Created Date	08/25/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/25/2008
Updated By	JACOSTA
Updated Date	09/03/2008
Agency Contact	Internet
Complaint Date	09/03/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Beavercreek
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	EPSON INC
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$175.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$175.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I bought an all-in-one printer (print, scan). The EPSON RX500 printer/scanner will not scan when the ink cartridges are low or empty. Mind you, the scanner cost about 170, and to replace the ink costs about \$90.50, either I buy more ink, or I can not scan, even though scanning has nothing to do with ink. You can see the conflict here. Either I pay \$90 for more ink or I can never use my scanner again.. PS9000: COMPUTER PERIPHIALS. UPDATE: 09/03/2008 Based on the information provided by the consumer corrections have been made on product service code,law violation and statute. (b)(6)</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 26 of 135	
Reference Number	20211749
Created Date	09/10/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/10/2008
Updated By	MRITZ
Updated Date	11/03/2008
Agency Contact	Internet
Complaint Date	11/03/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Plant City
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	US Epson, Inc.
Company Address, Line 1	3840 Kilrey Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	2905220
Company Phone, Extension	
Company Email	
Company Website	Epson.com
Company Rep First Name	Tech Support Rep
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Tech Support Rep
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$99.00
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	\$99.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	IIE
Complaint Info Law Violation Description	Defective Product\Poor Quality
Complaint Info Statute Code	ZZ
Complaint Info Statute Description	Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I purchased a Epson Stylus Cx9400Fax Series in February and it failed in June after little use. I contacted Tech Support and was give an replacement after putting up my credit card for \$134.00 to make the exchange. The second machine they sent did not work and again I contacted them sent the machine back and they replaced it . The third machine (after me having a computer specialist in to assist me and had him call on my behalf) does not work correctly. I was told by the Tech Reps that customer service would call and both times no one called. I have sent e-mails to Epson's site and they have made no one from the company has contacted me to help handle this issue.Thank You. PS9000: Scanner-Copier
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 27 of 135	
Reference Number	20640490
Created Date	10/22/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/22/2008
Updated By	JHENDERSON
Updated Date	11/26/2008
Agency Contact	Internet
Complaint Date	11/26/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Brooklyn
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	
Company Address, Line 2	PO Box 93012
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4637766
Company Phone, Extension	
Company Email	webmaster@ea.epson.com
Company Website	www.epson.com
Company Rep First Name	Debbie ext. 1209
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: 800/888 number

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I purchased an Epson 2400 printer in late December 2007. I have encountered numerous problems with the product and Epson.1. I was entitled to a \$100 rebate. I mailed in all the appropriate forms by the due date, but never received the rebate. When I called about it, they said they would resend it. Again, I never received it. I called Epson and this time they said that I cashed the rebate check. I said that was impossible because I never received it. They said someone must have fraudulently cashed it. I asked them to mail me the cashed check with the fraudulent signature so I could contact the authorities and they agreed. I waited a month with no check in the mail. I called back and they said they would resend it. It never came. Then they said they would email it to me, which never happened. I spoke to Debbie at ext. 1209. The serial code for the printer is GMSE050529. I have yet to receive the rebate or proof that it had been cashed fraudulently.2. A few weeks after receiving my newly purchased printer, there was a technical error and technical support determined that I was entitled to a new printer. After a few weeks, that printer failed as well.3. Epson sent me a refurbished Epson 2400 as a replacement. After opening it, I found that it was dented and beaten up. I called them immediately</p>

Complaint Info Comments	<p>because I purchased a new printer at full price, 2 failed, and I was given a used one that was beaten up. 4. They told me that the 2400 printer was discontinued and they agreed to send me the 2800 printer which replaced the 2400. When I received this one, it had an internal error which could not be fixed through technical support. Finally, in July 2008, they sent me another 2800 printer which (fingers crossed) has been working.5. In total, in the last 8 months, I have been through 5 printers. I returned all printers in a timely way, following all directions by Epsom with regards to their return policy,etc.6. On October 14, 2008, to add injury to insult, I received a harrasing phone message from Epson(Norma#06-59923) who informed me that I failed to return the defective 2800 printer and was sending my name to a collection agency in 5 days. I called Norma back immediately to address this false accusation and to let her know that I returned all printers as they specified and to check with their FedEx tracking number. She found that she was wrong and did revoke the threat. In conclusion, as a loyal customer of Epson I had to jump hoops to get a working printer that I paid full price for. It has taken 8 months and I still don't have my rebate, which I feel I am entitled to. Throughout all of this I found Epson to be unorganized, rude, and incompetent. I had to rearrange my schedule to be home for the defective printers to be picked up. Several times the delivery people never showed up when they said they would. My experience with Epson has been a nightmare and has caused me loss of business productivity (I am a photograhper and the printer is essential to my work) as well as great stress and anxiety. I would still like Epson to send me my promised \$100 rebate. In addition, Epson needs to reevaluate how they treat customers and the quality of their products. In light of the horrific way this matter was handled, I think they should at the very least offer me a gift certificate as a consolation.Thank you.. PS9000: Epson America, Inc.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 28 of 135	
Reference Number	21325958
Created Date	01/06/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/06/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/06/2009
Transaction Date	12/29/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Suquamish
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America
Company Address, Line 1	
Company Address, Line 2	P.O. Box 93012
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	93012
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	12/29/2008
Complaint Info Initial Response Method	Internet/E-mail

Complaint Info Initial Response Date	12/29/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$170.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$170.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I purchased an Epson V500 Photo scanner from Office Depot. The advertising for this scanner on both the Office Depot and Epson America www site said it was Microsoft Windows Vista-compatible. After I received the product, I tried to install it on my Windows Vista computer only to have the included Adobe Photoshop Elements ver 4 software not install. When I contacted company via email support they said to call Adobe. I called Adobe, who stated that "Adobe does not support Photoshop Elements ver 4 that is bundled with the Epson V500 scanner." Epson will not respond to further email attempts or queries from me to provide me with a copy of Adobe Photoshop Elements that will work with Windows Vista.. PS9000: Computer and Peripheral Compatibility Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 29 of 135

Reference Number	22083321
Created Date	03/18/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/18/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/18/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Huntington Beach
Consumer	

Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	SEIKO EPSON CORPORATION
Company Address, Line 1	3-3-5 Qwa
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Suwa
Company Address, State Code	212
Company	

Address, State Name	Nagano
Company Address, Country Code	JPN
Company Address, Country Name	JAPAN
Company Address, ZIP Code	392-8502
Company Address, ZIP Code Extension	
Company Phone, Country Code	8
Company Phone, Area Code	126
Company Phone, Number	6523131
Company Phone, Extension	
Company Email	
Company Website	http://www.epson.com/
Company Rep First Name	Lish
Company Rep Middle Name	
Company Rep Last Name	unknown
Company Rep Salutation	
Company Rep Comments	unknown
Complaint	

Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint	

Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	False misleading advertising on USA site page for Epson Artisan 800 All-in-One Printer; "two paper"; does not state this function requires additional purchase of accessory device. Print to page is available for inspection: www.jhz-es.com/special/epson/Epson%20Artisan%20800%20All-in-One%20Printer,%20O%20Information%20-%20Epson%20America,%20Inc..pdf (please note document is password "jhz-es") Notified Epson rep "Lish" while discussing Epson Photo R200 printer defect; see link pertaining to ink issue. Epson is addressing this issue and hopefully the false advertising issue website, however, very low confidence this to be the case.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 30 of 135	
Reference Number	22124508
Created Date	03/23/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/23/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/23/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Albert Lea
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	80 and Over
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	http://www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	IIIE
Complaint Info Law Violation Description	Defective Product\Poor Quality
Complaint Info Statute Code	ZZ
Complaint Info Statute Description	Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I have 1 each of the R200 and R220 Printers. Neither one of them will print, with or without certified cartridges...I have set on up on a Computer that is NOT CONNECTED to the Internet. The machine seems like it is working but it spits outblank paper. Has anybody found the answer to make it work. It seems you have to be on the Internet to make it work because somehow itwill ask Epson to let you print a page or whatever.Have you heard of this situation..... It is any wonder that you do not sell too many cartridges. It worked fine on my online computer before August 14th 2007 but then all of a sudden it quit, so I bought a R220 that was in the local store and that would not even work at all.On the R200 when you check to work off line on the printer it will just sit there and accumulate the jobs on que and when you turn it on without being connected to the Internet it will seem to print but will spit out blank paper.When you find someone who is using either on of those printers and they are off line and workable i would like to meet them and find out just how theyare doing it. There has to be an answer to this problem. I think Epson has devised a system of communication between our computers and the company site that will send a que or permission to print signal to our computers. Don't laugh,</p>

	<p>it worked fine before August 14th of 2007 and then the next day it did not work. Would appreciate knowing if you are having problems selling TO484 or whatever inks. I'm glad I don't have to purchase Chevrolet Gas to make my car run.....I really believe that they have devised a system to stop or let a machine work with internet communication. I thought that when you purchased any type of machine that it should work for the consumer without any further connection to the company other than for a Warranty type situation. They created a very good machine and after they spotted it they regretted selling it for such a cheap price. Right now they have in their own store a new machine that was marked for \$99.00 and they are selling it for \$49.00 If a person has to pay \$60.00 Plus for 6 cartridges they just can't afford to do their work and therefore will purchase another printer. The rich companies and just plain rich will pay no matter, but us little folks just can't afford it. Let's see just what can be done about it. I would appreciate it. Jim Berg, the old man from Minnesota.. PS9000: Epson Printers sold all over world Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 31 of 135	
Reference Number	22167151
Created Date	03/26/2009
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	MPHILLIPS
Entered Date	03/26/2009
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	03/26/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Cambridge
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Longbeach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Unknown

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$66.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$66.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL:The consumer indicates that only Epson cartridges can used in Epson printer's. All four colors need to replaced if any one runs dry. The consumer is not able to print a hundred pages before they stop working. The consumer had to pay \$66.40 for these cartridges. The consumer thinks there should be a warning on the printer to warn the consumer of this before they purchase.The consumer did not provide an alternate phone, email or age range.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 32 of 135	
Reference Number	22717000
Created Date	05/12/2009
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	RMORRIS
Entered Date	05/12/2009
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	05/12/2009
Transaction Date	06/01/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Santa Monica
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	06/01/2008
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0808
Complaint Info Product Service Description	Home Appliances
Complaint Info Law Violation Code	IIE
Complaint Info Law Violation Description	Defective Product\Poor Quality
Complaint Info Statute Code	ZZ
Complaint Info Statute Description	Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer reports shes had multiple problems with Epson printers. Consumer got one as a gift and it didn't work. She bought another and it doesn't work either. No alt# provided.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 33 of 135	
Reference Number	23173620
Created Date	06/12/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0906122039417801
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	06/12/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/12/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)v
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PHOENIX
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Tiger Direct, Epson Exceed Your Vision
Company Address, Line 1	175 Ambassador Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NAPERVILLE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	60540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	mysteryshopper.ms67@yahoo.com
Company Website	
Company Rep First Name	Henry and Vince
Company Rep Middle Name	
Company Rep Last Name	Smith and Neil
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$2950.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>ICCC Ref #:10906122039417801. On sunday 6/7/2009 at 3:13am I recieved a return email from an employer in regards to a job i applied for off of Craig's List. His name is Henry Smith. The email is listed below: Dear (b)(6) We are pleased to confirm you're being employed by our firm in the capacity of Mystery Shopper in US. Our HR Managers have entered your information into our database. Your first assignment would be to run a survey on a prominent company in your area, which happens to be a Western Union outlet. The company would be disclosed to you later. The management and staff of western union has reported some lapses in the services rendered by the Management and staffs of this company. Their complains were based on reports which their customers forwarded anonymously, and Phone calls which were also made to the head office. The Western union location was reported for evaluation for the following reasons. I) Customers have reported their money missing ii) Slow services iii) Unbalanced exchange rate (Iv) Poor services (v) Rudeness to customers (vi)</p>

Complaint Info Comments

Excess charge (vii) Late opening time and Closing before time. Your Secret Evaluation would be 1) To make a transfer of fund from this western union location to someone in the US or anywhere we prescribe which would be given to you, And the funds would be picked up at the exact location Which a customer reported her funds stolen from. 2) You would have to record the time at which you go to the location and how many minutes it took you to get service. You would be sent a payment which would cover your payment of \$250 for the duty. As soon as you receive the payment you would cash in at your bank, and deduct your \$250.00, and use the rest of the money for the services. 3) Upon receiving the funds, the locations address would be forwarded to you, and also the Name and address of whom the transfer would be made to. You would have to keep a comprehensive report on every activity you carry out. 4) You would also provide me with the name of the cashier that attended to you. A swift acknowledgment of the receipt of this email will be appreciated in order to make our client's Account payable officer prepare funds for this activity and get the payment sent out to you ASAP. Thanks for Your Total Understanding and Co-operation. Regards Henry Smith Mystery Shoppers, Inc. Director (Human Resources & STAFFING) Delivering simple solutions and achievable customer satisfaction! After receiving this email, I responded and let Henry Smith know I was interested in being a mystery shopper. Today 6/12/2009 my door bell rang at 9:35 am. It was the UPS man with a envelope. I opened the envelope and the only thing inside was a check. Epson Exceed Your Vision 204 West Ave, New Castle, DE. 19720. Routing and account number 031100209 39124609 6440703 it was addressed to me, and the check number is 6440703. The amount of the check is for \$ 2950.00. the signer on the check is a Vince Neil, it appears to be a real signature. I was told in the email listed above that if I would cash this check at my bank, then I would need to wire them all the money back less \$250 for me to keep for my job assignment. I am not sure how they obtained my personal information unless it was through my resume online. But now my wife is very scared, as

	<p>she has gone through Identity theft 2 times in the last 9 years. She is also very frightened as to they have our personal home address. Again the check arrived in a UPS envelop on the envelop it is marked URGENT and was sent over night. the Date of shipment is 6/11/ also on the reciept that has the address, it was sent from Tiger Direct 175 Ambassador Rd. Naperville Il. 60517. The UPS account that it was shipped from is 6F8871. There is no persons name on it that sent it only the business name. They sent it to me at my personal address. it was also sent next day. the bar code number is J223 3</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 34 of 135	
Reference Number	23228025
Created Date	06/29/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/29/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	06/29/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	York
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	epson.com
Company Address, Line 1	
Company Address, Line 2	po box 49340
Company Address, Line 3	
Company Address, City	strongsville
Company Address, State Code	OH
Company Address, State Name	Ohio
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	44149
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	865
Company Phone, Number	2767200
Company Phone, Extension	
Company Email	
Company Website	epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I submitted a rebate for \$75.00 for purchase of epson stylus r280 and digital camera on 12/20/2007 and have not received the rebate. I followed up with the company on 3/25/08 and did not hear anything back. rebate offer: epson bundle \$75 rebate EP718 My address has since changed to (b) (6) (b) (6) York PA (b) (6) PS9000: rebate Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 35 of 135	
Reference Number	23286194
Created Date	07/06/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/06/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/06/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	San Diego
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	65 - 69
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	EPSON Printers
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>We are being OVERCHARGED for printer cartridges.My printer is an EPSON, but this is a problem with EVERY printer manufacturer out there. The prices are outrageous.I believe...they are manufactured to BE DEFECTIVE.The Inkjet cartridges don't last long at all.....I print less than 10 pages a month and YET the cartridges run out of ink, about 3 months after installation.This is NOT a new problem and I've heard this complaint from many people who own a home printer!FRANKLY I CAN'T BELIEVE THIS HAS BEEN OVERLOOKED BY THE FTC!This is disgraceful. PLEASE look into this..</p> <p>PS9000: EPSON Inkjet Printer Cartridges Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 36 of 135	
Reference Number	24221824
Created Date	10/05/2009
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	EQUINONEZ
Entered Date	10/05/2009
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	10/05/2009
Transaction Date	10/02/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Miami
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson Mobile
Company Address, Line 1	P O Box 688940
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Des Moines
Company Address, State Code	IA
Company Address, State Name	Iowa
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	50368
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3444355
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	10/02/2009
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	2901
Complaint Info Product Service Description	Credit Cards
Complaint Info Law Violation Code	TR11
Complaint Info Law Violation Description	TSR: Other Deception or Abuse (note in comments)
Complaint Info Statute Code	TR
Complaint Info Statute Description	Telemarketing Sales Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer states that he consolidated his debts and a payment of \$44 a month is been sent to this company and they are adding \$39 more a month. Consumer contacted the company and was told that is because they are only getting \$44 a month.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 37 of 135	
Reference Number	24354361
Created Date	10/18/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/18/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/18/2009
Transaction Date	09/28/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Merritt Island
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	65 - 69
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	EPSON AMERICA
Company Address, Line 1	510 S. WEST AVENUE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	WAUKESHA
Company Address, State Code	WI
Company Address, State Name	Wisconsin
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	53183
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	2761311
Company Phone, Extension	
Company Email	
Company Website	http://www.epson.com
Company Rep First Name	Jefferson
Company Rep Middle Name	
Company Rep Last Name	Wells
Company Rep Salutation	
Company Rep Comments	Unclaimed property : REF:
Complaint Info Initial Contact Method	Internet/E-mail

Complaint Info Initial Contact Date	09/28/2009
Complaint Info Initial Response Method	Mail
Complaint Info Initial Response Date	09/28/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDMIEC5
Complaint Info Law Violation Description	Deception/Misrepresentation\Failure to Honor Refund Policy
Complaint Info Statute Code	PIZZ
Complaint Info Statute Description	FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Purchased the Epson Perfection in 2000 and sent in rebate offer. Have not received any response until I received a letter dated September 28, 2009, stating Epson was holding my rebate (check number 1188204) in the amount of \$50.00, and that I had to respond no later than October 19, 2009. I called (telephoned)Epson to see if this was a scam and was told it was not a scam. I signed and mailed the form letter back to Epson well before the deadline date. Haven't heard from Epson since I sent the signed form. If Epson had by rebate claim form (they sent me a letter)since the year 2000, why did they wait almost 10 years to contact me about the rebate and give me ten days to respond? (This smells like skirting the law).
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 38 of 135	
Reference Number	24983397
Created Date	12/26/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/26/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/26/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Woodinville
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	

Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	65 - 69
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	5629813840
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	2452
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	

Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers; Equipment\Software
Complaint Info Law Violation Code	DDMIEC4
Complaint Info Law Violation Description	Deception/Misrepresentation\Defective/Poor Quality
Complaint Info Statute Code	PZZ
Complaint Info Statute Description	FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I purchased an Epson Artisan 800, in December 2008. It has worked perfectly until this week. It now displays an error, "the ink pads are at the end of it's service life" and the printer is inoperative. contacting Epson and on their web site, they recommend I buy a new printer, as service would exceed the cost of a new printer. After researching on the Internet, it appears Epson has a number of situations in which their software makes the printer inoperable. I.e., number of pages printed; number of times the heads have been cleaned, etc. None of these affect the operation of the printer, but cause the printer to become inoperable and operation cannot be restored by the user (owner of the</p>

Complaint Info Comments	printer). Epson's policies seem like i have rented the printer not purchased it. No place in Epson's pre-sale documents are these policies to make the printer inoperable spelled out. No place in Epson's pre-sale documents are there statements saying the printer will become inoperable after printing a certain number of pages, or after cleaning the heads a certain number of times. In the support area of Epson web site, it says, "Epson shuts the printer down because they don't want less than perfect print quality." It seems to me this should be up to the owner. After all I bought the printer, I didn't lease or rent it. Since i had just purchased an accessory and had \$200 of ink for this printer on hand, i had no choice but to purchase a new printer. Deceptive marketing practices at Epson, I bought the printer, i didn't rent it.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 39 of 135	
Reference Number	25039230
Created Date	12/01/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0912011653417881
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	12/01/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/01/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GRAND PRAIRIE
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	BestBuy.Com Intelius.Com US Search ZAP.Com EPSON
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	2378289
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Other
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$761.43
Complaint Info Product Service Code	2901
Complaint Info Product Service Description	Credit Cards
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:10912011653417881. Someone did a online purchases without my consent on 11/30/09 and 12/01/09.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 40 of 135	
Reference Number	25079554
Created Date	01/08/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/08/2010
Updated By	DPEREZ
Updated Date	01/08/2010
Agency Contact	Internet
Complaint Date	01/08/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Brooklyn
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	2761311
Company Phone, Extension	
Company Email	
Company Website	http://epson.com
Company Rep First Name	J, illy Gilfoil, and
Company Rep Middle Name	
Company Rep Last Name	Tami Nolan, Beverly Bernb
Company Rep Salutation	
Company Rep Comments	Unknown
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$129.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$129.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>After selecting an item on the Epson web site I purchased it. The card I used cleared the bank, and the proceeds were debited from my account. The Merchant's store personnel was rude, hostile, and ultimately told me that they were never going to send me the printer. The Epson and/or Epson store personnel refused to sell the printer to me, ultimately alleging that there system received an error message reading the card. After numerous phone calls to the bank, and Visa; and after Epson personnel spoke with the bank at length, and the bank answered all of their questions in verifying the account, Epson still refused to honor the card and/or sell me the printer. Epson cancelled the transaction, although initially alleging that it was the bank. The bank gave me and Epson the Approval number for the transaction in taking the funds from my account, and giving it to Epson. Subsequently, Epson returned the money to the bank, with no explanation or reason given other than "their system couldn't process the payment. I ask Epson to send the printer COD via their Fed Ex carrier, Epson refused. Epson discriminated against me in refusing to sell me the printer. PS9000: Epson Artisan Printer UPDATE:01/08/2010 Consumer was calling to know what we do with the complaint.DPEREZ</p>
Complaint Info CRA Dispute Flag	N

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 41 of 135	
Reference Number	25235001
Created Date	01/28/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/28/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/28/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Westminster
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson Printers/Apple Software interface
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I am a 100% service-connected disabled veteran, I have produced over 120 war veteran interviews for The Veterans History Project Library of Congress. No Charge. I support, at no charge, many video productions for Government, non-profit, and civic requests. In producing a gift DVD to the Veteran or Organization I use Epson printers that both print page stock paper and prints to CD/DVD labels. This is a quality and affordable process. Since Apple went to the Intell Chip and into the Leopard Operating System, the Print to CD/DVD no longer operates. There has been many hours trying to get this corrected. My time has been many hours talking to Eastern World techs. When seeking downloads to correct the communication between Apple and Epson I am advised to buy the latest printers. I owned the Epson R200 and replaced it with the Epson R380. Now they are "Suggesting" another purchase. Being on a disability income and supporting the community at my expense this is inexcusable. I request that the powers within your area-of-operations look at this consumer driven problem. When my system operated without problems, why is it my expense to upgrade between manufacturers.</p>
Complaint Info CRA Dispute Flag	N

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 42 of 135	
Reference Number	25260204
Created Date	02/01/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/01/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/01/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Charlotte
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	65 - 69
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	SEIKO EPSON CORPORATION
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I use an EPSON printer Stylus C64. Ink for this printer is very expensive and the printer is made so that one must replace all 4 units (black and 3 colors)even if replacement of the colors is unnecessary. EPSON has made the printer so that, though it is possible to purchase a generic cartridge that fits, the printer refuses to recognize it. All other printers that I have used will allow the use of generic cartridges or to use a re-fill service. EPSON has closed the market for the use of any except their own expensive brand, of which one must purchase in bulks of 4.I see this to be a very unfair practice; monopolistic as well as extortionist. EPSON ink cartridges are the most expensive for home printers. This is my second purchase of this brand printer and I did not have this problem with my previous one.I am a senior citizen on a fixed income (SS benefits). I need the use of my printer and find this practice of EPSON to not be in the consumer's interest and I think the company should be admonished. Please have this unfair and indeed unethical practice looked into.Thank you(b)(6) (b)(6)</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute
Resolved	

Record 44 of 135	
Reference Number	25518369
Created Date	02/22/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/22/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/22/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Pomona
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	70 - 79
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America,INC.
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	MS6-43
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	9941
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	2905254
Company Phone, Extension	
Company Email	
Company Website	Epson.com
Company Rep First Name	Elizabeth
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Answer cold call
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDMIEC5
Complaint Info Law Violation Description	Deception/Misrepresentation\Failure to Honor Refund Policy
Complaint Info Statute Code	PIZZ
Complaint Info Statute Description	FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I sent a rebate form in to Epson,P.O. box 49549 Strongville, Oh.44149-0549 requesting \$200.00 rebate. It was sent timely 11/02/09 It was for a inkjet printer Epson stylus photo 2880 serial KFFE007736. I have a copy of all paper work and proof of mailing. They keep telling me it is in process but no check is ever sent.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 45 of 135	
Reference Number	25726998
Created Date	03/14/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/14/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/14/2010
Transaction Date	12/22/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Port Townsend
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	

Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	70 - 79
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	epson america incorporated
Company Address, Line 1	3840 kilroy airport way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	long beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	

Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	12/22/2009
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	12/22/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3995.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$3995.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDMIEC4
Complaint Info Law Violation Description	Deception/Misrepresentation\Defective/Poor Quality
Complaint Info Statute Code	PZZZ
Complaint Info Statute Description	FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Ink cartridges for the Epson CX6000 ink jet printer cost a great deal -- \$39.95 for the set of color cartridges and an additional \$20+ for the black one. The Epson printer reports when these are nearly expended. There can't be much ink in these cartridges because they are empty after very little use. There is no way of knowing how much ink is actually put in these very expensive cartridges There should be!!!
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 46 of 135	
Reference Number	26311928
Created Date	05/03/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/03/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/03/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	sieko epson corporation
Company Address, Line 1	3-3-5 Owa,
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	suwa
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	JPN
Company Address, Country Name	JAPAN
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Epson designs their NX400 printers so that one has to keep buying color ink cartridges even though one never prints color documents..I feel this is a premeditated business tactic to get consumers to buy unneeded cartridges to their profit.....
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 47 of 135	
Reference Number	26461385
Created Date	05/17/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/17/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/17/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Hobe Sound
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>This complaint concerns the labeling of ink cartridges. Epson does not show the amount of ink in their cartridges. They estimate their cartridges will print a certain number of pages, which is a subjective measure. They should be required to print the liquid quantity of ink on the packaging. HP and Canon print the ink quantity in milli-liters. I received an email from Epson in response to my request for ink quantity information. The email claims Epson does not provide this information. This would be similar to purchasing gasoline and having the pump display an estimate of miles you might be able to travel instead of displaying the quantity of gasoline. In summary ink cartidge manufacturers should be required to print the liquid quantity of ink on the ink cartridge packaging. Thank you for your time. (b)(6)</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 48 of 135	
Reference Number	26709449
Created Date	06/11/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/11/2010
Updated By	CRSS\bayala
Updated Date	06/16/2010
Agency Contact	Internet
Complaint Date	06/11/2010
Transaction Date	06/01/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Colorado Springs
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	www.epson.com
Company Rep First Name	Roger
Company Rep Middle Name	
Company Rep Last Name	Steele
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	06/01/2009
Complaint Info Initial Response Method	Internet/E-mail

Complaint Info Initial Response Date	06/01/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3350.00
Complaint Info Amount Paid Method	American Express Credit Card
Complaint Info Amount Paid Value	\$3350.00
Complaint Info Product Service Code	0808
Complaint Info Product Service Description	Home Appliances
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>The Epson projector I purchased comes with a three year warranty. Upon receipt of the projector I registered the unit, including the serial number, as requested per the warranty section of the owners manual. I received a confirming E-mail that the unit was successfully registered. After only 70 hours of use, the projector failed. When I submitted the unit for warranty repair, Epson stated that they were not going to honor the warranty because the serial number was not in their database. Epson does not stand behind their products. I would be ashamed that my product could last only 70 hours and I would take corrective action to alleviate exposure. Evidently not Epson. I think they knowingly sold unserialized latent defective product to a third party that would dumped it into the market. Epson has not offered an explanation. I'm doing everything possible to bring this to the attention of the home theater industry.. PS9000: Consumer Electronics Other-Other Update</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 49 of 135	
Reference Number	27488165
Created Date	08/28/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/28/2010
Updated By	CRSS\pwilliamson
Updated Date	09/08/2010
Agency Contact	Internet
Complaint Date	08/28/2010
Transaction Date	08/29/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Boca Raton
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	70 - 79
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America Inc
Company Address, Line 1	3840 Kilroy Airport way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	Epson@Hotmail.com
Company Website	Epson.com
Company Rep First Name	unknown
Company Rep Middle Name	
Company Rep Last Name	unknown
Company Rep Salutation	
Company Rep Comments	unknown
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	08/29/2010
Complaint Info Initial Response Method	Internet/E-mail

Complaint Info Initial Response Date	08/29/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I own an Epson All In One printer copier model workforce 500. I purchased ink from an on line supplier, but after installing it, the machine will not make copies or print from the computer. It says " ink cartridges unrecognized ". I belive that Epson by manufacturing machines that will not work with compewtitive ink supplies is in contravention of the "Restraint of Trade" laws ". This is comparable to copy machine manufacturers demanding that you only buy paper from them .This has already been shown to be illegal.The company ignored my complaint and just said I MUST use Epson brand ink.This abuse of the consumer should be stopped immediately. PS9000: All in one copierand printer Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 50 of 135	
Reference Number	28583790
Created Date	12/16/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/16/2010
Updated By	CRSS\mphillips
Updated Date	01/06/2011
Agency Contact	Internet
Complaint Date	12/16/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	East Hartford
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America Inc
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	IIE
Complaint Info Law Violation Description	Defective Product\Poor Quality
Complaint Info Statute Code	TRIZZ
Complaint Info Statute Description	Telemarketing Sales Rule\Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Epson routinely has performance problems with their Workforce series copy/fax/printer machines. They attempt to pass off recondition in place of the faulty machines that they sell. I would like to file a formal complaint about their deceptive business practices and faulty merchandise. They routinely want to exchange faulty equipment with recondition faulty equipment. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 51 of 135	
Reference Number	28616564
Created Date	12/18/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/18/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/18/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Austin
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	

Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	

Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$50.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$50.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDMIEC4
Complaint Info Law Violation Description	Deception/Misrepresentation\Defective/Poor Quality
Complaint Info Statute Code	PIZZ
Complaint Info Statute Description	FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They sell print cartridges that expire after 6 months, even though they're perfectly usable within those 6 months. This should be illegal, and it's just plain wrong.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 52 of 135	
Reference Number	28637848
Created Date	12/21/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/21/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/21/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Macon
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	epson
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	the epson printer i purchased will not print AT ALL when any ONE of the ink cartridges is low. this renders the machine useless UNLESS and UNTIL i purchase more of the company's product, which I otherwise do not need. I could print in all black-and-white, say, but this simple and rightful operation of the machine is blocked by their technology, forcing the consumer to buy "magenta," say, which is not needed for a simple copy. this holds the consumer hostage, his having purchased in good faith a product that is now inoperable without the purchase of unnecessary supplementary product. customer support confirmed that this is their policy and offered no relief. this seems utterly wrong and is an extortion of sorts, completely unnecessary, and unfair to the consumer. please consider this case.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 53 of 135	
Reference Number	28640220
Created Date	12/21/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/21/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/21/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Houston
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	epson_store_rma@mailca.custhelp.com
Company Website	http://www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$39.00
Complaint Info Amount Paid Method	MC Cash Advance
Complaint Info Amount Paid Value	\$39.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>The Epson Store Clearance section is advertising a Workforce 315 printer, using a "wi-fi" symbol and "Wireless networking capability" in the description. Only upon receipt is it revealed that this is accomplished by connecting the printer to a wireless router via ethernet cable! Due to my hardware limitations, I needed a wireless printer, so ordered it -- believing it to be wireless. Upon receipt and setup, I quickly became aware that was not what I'd expected, and returned it to the box. I contacted Epson for a return RMA, but was told that they do not accept returns of refurbished merchandise -- even though I made clear that I ordered it believing it to be wireless, based upon their misleading description. Since, I have contested the matter with my bank, and was given a credit. My aim, by reporting this to the FTC, is to have Epson remove the "wi-fi" and "wireless" description of this printer, as there is nothing wireless about a device that requires a cable for data throughput. I cannot be the only one who</p>

	purchased this device based upon an obviously misleading description.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 54 of 135	
Reference Number	29138855
Created Date	02/09/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	SLESLIE
Entered Date	02/09/2011
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	02/09/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Morris Plains
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Unknown

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: Complaint forwarded by NJ Attorney General. Consumer wrote to file a complaint against Epson America. Consumer states that the company withholds how much ink you are actually paying for.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 55 of 135	
Reference Number	29896336
Created Date	04/01/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	RLOY
Entered Date	04/01/2011
Updated By	MMCGOVERN
Updated Date	05/13/2011
Agency Contact	Phone
Complaint Date	05/13/2011
Transaction Date	03/28/2011
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Dime Box
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America Inc
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	2764382
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	03/28/2011
Complaint Info Initial Response Method	Phone: 800/888 number

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	consumer called to report that he purchase a fax machine form this company about nine months ago. Consumer says the fax machine is not working. It shows no ink but when checks the machine it has ink. Consumer called the company and was told that they would exchange the machine but not refund his money. Consumer was instructed to return the machine and they told him they need his debit card number to hold. The consumer says the warranty says they would exchange or fix the machine and he should not be charged for labor.UPDATE 05-13-2011 Consumer rambled MMCGOVERN
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 56 of 135	
Reference Number	30742198
Created Date	05/23/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/23/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/23/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Austin
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	PO Box 49280
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Strongsville
Company Address, State Code	OH
Company Address, State Name	Ohio
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	44149
Company Address, ZIP Code Extension	0280
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2776187
Company Phone, Extension	0000
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$545.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$545.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>On 12042010 I purchased an ink jet printer from Precision Camera, Austin, TX, on the basis of a generous rebate offer by the manufacturer, Epson America, Inc. The rebate stated that the printer had to be purchased by 12042010, which it was. The rebate stated that the rebate form and attendant documentation had to be postmarked no later than 30 days from the date of purchase the rebate was in fact mailed 24 days later on 12282010. On 02282011 I contacted the rebate center and was advised the rebate was rejected on 1192011 but no reason was offered. The following week I received a voice message on my office phone system, at which time the caller stated that there had been an error processing the rebate and that the rebate had been approved and would be funded in 4 to 6 weeks. On 04282011 I recontacted the rebate center in order to determine the status of the payment, I was advised that instructions authorizing payment had been forwarded to CityBank. As of 05232011 it has been 146 days since the submittal of the rebate form and related documents and I have not received the rebate payment, nor have I received any written communication whatsoever from Epson America, Inc., or any party on their behalf, in regard to the rebate.</p>

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 57 of 135	
Reference Number	31153052
Created Date	06/19/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/19/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	06/19/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Los Angeles
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson Printers
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	My complaint is unfair business practice for Espon printers, I feel is border line fraud. When you buy Epson all in one (printscanfax) printers you can not use ANY function unless you have full printer cartridges in the printer. Even if you are only sending a fax, the machine WILL NOT WORK WITHOUT FULL printer cartridge. It is ridiculous to lock down the entire machine as a way to force us to buy cartridges....had I known about this feature I would have never bought an Epson, and now I cant return it.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 58 of 135	
Reference Number	31303099
Created Date	06/29/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/29/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	06/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Terre Haute
Consumer Address, State Code	IN
Consumer Address, State Name	Indiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Mail

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After four months \$200 rebate was never paid. Compnay is not responding to calls.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 59 of 135	
Reference Number	31420570
Created Date	07/07/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/07/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/07/2011
Transaction Date	07/07/2011
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Sandy
Consumer Address, State Code	UT
Consumer Address, State Name	Utah
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	EPSON AMERICA
Company Address, Line 1	2350 EAST STAFFORD RD
Company Address, Line 2	SUITE 191
Company Address, Line 3	
Company Address, City	PLAINFIELD
Company Address, State Code	IN
Company Address, State Name	Indiana
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	46168
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	2764382
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	PAUL
Company Rep Middle Name	
Company Rep Last Name	RYAN
Company Rep Salutation	
Company Rep Comments	CUST HELP
Complaint Info Initial Contact Method	I Initiated Contact

Complaint Info Initial Contact Date	07/07/2011
Complaint Info Initial Response Method	Other
Complaint Info Initial Response Date	07/07/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDMIEC3
Complaint Info Law Violation Description	Deception/Misrepresentation\Failure to Honor Warranty or Guarantee
Complaint Info Statute Code	PIZZ
Complaint Info Statute Description	FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>warranty on GTS 50 scanner - required hold on credit card for up to 72 hours after faulty equipment received - would not tell amount they would hold- spoke with 3 people - other option use own packaging - replacement not shipped before faulty equipment recd est down time 2 + weeks - Per Martina (epson employee in charge of decisions - cANNOT WAIVE HOLD ON CC FOR FASTER SERVICE - BUT UNABLE TO GIVE AMOUNT THAT WOULD BE HELD.</p> <p>Asked her 3 times is she was a Epson employee and had authority to mediate complaint - she answered in the affirmative 3 timesI have hade equipment failure with both HP and Dell and both times replacement was immediately sent and defective equipment shipped back in box with no hold on credit card nor wait to receive defective equipment before shipping replacement.Epson demands collateral but I must trust their veracity and blindly send them my equipment without a guarantee they will replace of even</p>

	acknowledge receipt of faulty machine and be without the machine for over 2 weeks - thus infringing on my ability to conduct my business
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 61 of 135	
Reference Number	31711697
Created Date	07/28/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/28/2011
Updated By	SHAREWOOD
Updated Date	08/12/2011
Agency Contact	Phone
Complaint Date	08/12/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Hilliard
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES

Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org Consumer Military	

Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	384081
Company Phone, Extension	
Company Email	
Company Website	http://www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment/Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	Epsons Workforce 630 printer is a high-quality scanner, black and white printer, color printer, and a fax machine. We purchased Epson printers because they are good printers. We use them for all the purposes mentioned above at all of our

Complaint Info
Comments

companies. Ninety-nine percent of our documents are printed in black & white, 1 are printed in color. One of our printers black ink cartridge recently ran out of ink as did one of the three color cartridges in the same printer. Since we had no intention of printing any documents in color anytime soon, and the fact that color cartridges are expensive, we only replaced the black cartridge. We installed it according to instruction. When we tried to print a black & white document a dialog box told us that we were out of color ink in one of our cartridges. We bypassed the message. We then moved on to print our black & white document. The printer no longer worked. I called Epsons help desk. The help desk professional tried to help me. As it turns out, there is a way to set the printer so that it does not shut down in black & white mode when running out of color ink. This, however, IS NOT the default setting of the printer as sold or delivered. When the help desk professional walked me through trying to fix the problem, the process did not work. I was asked to hold the line. When the help desk representative returned he told me that since I continued to try and print in black & white after receiving the notice to purchase a color cartridge, the printer will no longer work until I purchase and install a new color cartridge. I consider this business practice, and the fact that the printer is not setup by default to enable purchasers of this printer to continue to print in black & white when the ink runs out in a color cartridge (not needed for black & white printing) to be dishonest and misleading. I called Epsons Consumer complain department and complained. I was told that if I had read detailed information about the printer on Epsons technical page before purchasing the printer, I could have avoided my problem. In other words, the company is blaming ME for the problem. This is unacceptable. I am President and CEO of a conglomerate of companies that serves over 10 MILLION customers. We would never, and I mean NEVER think of deliberately putting our customers in a similar position by avoiding problems of this type before they happen... especially since it is easy to do so. I would like to see this business practice stopped. I am not able to do this on my own. I need for the FTC to reach their hand out to meet mine. If there is anything I can do in support of remedying this situation... not just for me... but for all Epson customers... we are at your service. Sincerely, (b)(6)

(b)(6)

UPDATE: 07-29-2011 The consumer wanted to give mailing address.vscottUPDATE:08/02/2011_Consumer says that previous rep informed him that his complaint would be placed on the FTC website and resolved and he needed to know why nothing had happened.IGARCIA UPdate: 8/12/2011 Consumer sent a letter of complaint with documents and additional information. SHarewood

Complaint Info

CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 62 of 135	
Reference Number	32127965
Created Date	08/24/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/24/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/24/2011
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Pine Beach
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	70 - 79
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson Preinters
Company Address, Line 1	Epson Qccessories Inc
Company Address, Line 2	93107
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90809
Company Address, ZIP Code Extension	3107
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	2764382
Company Phone, Extension	
Company Email	
Company Website	epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On two seperate call the person refused to transfer my call to someone in the Contential United States
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 63 of 135	
Reference Number	32459886
Created Date	08/30/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098634400
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	08/30/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/30/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAKE ZURICH
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	New printer did not include the proper cord to connect to my PC. --- Additional Comments: I contacted them first by phone and then by e-mail and asked if they could send one to me.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 64 of 135	
Reference Number	32555465
Created Date	09/21/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/21/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/21/2011
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Mission
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address,	

ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address,	

Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	http://www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>My complaint is that Epson includes spyware in its printer driver software. I purchased an Epson Artisan 725 printer and installed the printer drivers provided by Epson. However I noticed that every time I printed something, my firewall on my computer would alert me that the file "C:\Windows\System32\spool\drivers\x64\3\OSASOL.EXE" would try to connect to "go.epson.com". This file is part of the Epson driver installation. I contacted Epson about this and was told that this file does indeed report usage information back to Epson. I was then given instructions on how to disable the phoning-home spyware portion of Epsons printer driver. My complaint is that I was not asked beforehand if it would be alright to collect this information. Epson installed secret spyware on my system! I was then told by Epson that the End User License Agreement (EULA) discloses this data-mining. This is another reason why EULAs for software need to be made illegal! I did NOT agree to anything before I bought the Epson printer! Why do I suddenly agree to all manner of anti-consumer terms in a "End User License Agreement" after I install the printer drivers? I CAN NOT use the printer without installing the driver! End User License Agreements allow</p>

	companies of all sizes to hijack my computer for their own means, installing spyware components onto my computer as Epson did and then saying their License Agreement allows them to do whatever they want with my computer!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 65 of 135	
Reference Number	32591953
Created Date	09/27/2010
Complaint Source	Ohio, Attorney General
Originator Reference Number	721122
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	09/27/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/27/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WEST CHESTER
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone,	

Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson Rebate Center
Company Address, Line 1	20770 WESTWOOD DR
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	STRONGSVILLE
Company Address, State Code	OH
Company Address, State Name	Ohio
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES

Company Address, ZIP Code	44149
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2776187
Company Phone, Extension	
Company Email	JENNIFER.DAVIS@RESOLVECORPORATION.COM
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Print
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$300.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	

Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 66 of 135	
Reference Number	32623562
Created Date	09/24/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/24/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/24/2011
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Bernardsville
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	b(6)
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	65 - 69
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	PO Box 49415
Company Address, Line 3	
Company Address, City	Strongsville
Company Address, State Code	OH
Company Address, State Name	Ohio
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	44149
Company Address, ZIP Code Extension	0415
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2776189
Company Phone, Extension	
Company Email	
Company Website	www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Customer Service
Complaint Info Initial Contact Method	

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM EC3 EC4 EC5
Complaint Info Law Violation Description	Deception/Misrepresentation\Failure to Honor Warranty or Guarantee\Defective/Poor Quality\Failure to Honor Refund Policy
Complaint Info Statute Code	P ZZ
Complaint Info Statute Description	FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Purchased an Epson Photo Printer model 1400 on EBay.Item shipped and received from seller. I sent in a rebate form to Epson. I fully complied with all the information and documentation requested on form. Mailed in form to Epson, who sent me back a letter stating "your place of purchase is not eligible for this offer". I contacted Epson by phone and after discussing the problem with clerk, she stated she would have a supervisor contact me. After no call back for 1 week, I called again. Finally got a call back from supervisor who stated that the exclusion was based on a statement somewhere on their web site that says that EBay purchases are not eligible. I don't care what may or may not be buried on their web site. I feel that this is consumer fraud. What may or may not be on their web site is irrevelent and inmaterial.They are also refusing to honor their one year warantry. The printer has become inoperative after just over 1 month of</p>

	use. They are claiming that they are not responsible for warrenty repairs, again claiming that they excluded EBay purchases somewhere on their web site.This is total nonsense. What may or may not be on their web site is not part of their warrenty or of the refund offer.I consider this non performance consumer fraud.Can you help me?I have copy of rebate form and all materials which came with the printer.(b)(5)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 67 of 135	
Reference Number	32691260
Created Date	09/29/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	LGALYEAN
Entered Date	09/29/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	09/29/2011
Transaction Date	08/01/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Minneapolis
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3382349
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Margaret
Company Rep Middle Name	
Company Rep Last Name	Caldwell Ext. 8664
Company Rep Salutation	
Company Rep Comments	Rep.
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	08/01/2011
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$180.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	IIE
Complaint Info Law Violation Description	Defective Product\Poor Quality
Complaint Info Statute Code	ZZ
Complaint Info Statute Description	Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer reports that she has an Epson printer. She reports that the new printer carteridge she bought killed the printer. She reports that the printer leaked ink into her carpet. She reports that the carteridge she bought was bad. She reports that she was told by Epson that ink builds up on the bottom, and if you tilt it, ink will leak. She reports that there should be a label stating this. Epson did not offer any solutions except to replace the carteridge. She reports the printer is not working any longer. Consumer reports this mess cost her about \$180.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 68 of 135	
Reference Number	32888288
Created Date	02/24/2010
Complaint Source	Ohio, Attorney General
Originator Reference Number	677639
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	02/24/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/24/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GALLOWAY
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson of America
Company Address, Line 1	2350 STAFFORD RD STE 16
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PLAINFIELD
Company Address, State Code	IN
Company Address, State Name	Indiana
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	46168
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	317
Company Phone, Number	4062700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$192.14
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Topic Description: consumer bought new printer in 2/10 and did not open it until 5/10 and it didn't work. It had been too long to return to store so ended up sending to splr and they sent back a refurbished and scratched printed. Upset because if he wanted refub. unit he could have bought that at a much lower price. Wants a new one since that is what he paid for.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 69 of 135	
Reference Number	32896422
Created Date	02/01/2010
Complaint Source	Ohio, Attorney General
Originator Reference Number	702860
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	02/01/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/01/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TOLEDO
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson American
Company Address, Line 1	3840 KILROY AIRPORT WAY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$160.00
Complaint Info Amount Paid Method	Cash
Complaint Info Amount Paid Value	\$160.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Topic Description: consumer feels the ink for her printer dries up too quickly
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 70 of 135	
Reference Number	32933946
Created Date	09/26/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098640386
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/26/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HUTTO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	I bought this printer in late 2005. I paid over

Complaint Info Comments	<p>\$63.00 in ink for a printer that does work even after I followed their advice to fix it. ---</p> <p>Additional Comments: I would like my money reimbursed for the ink I paid for which was \$63.00. I went through half of the ink according to their product to get clean the printer. I have hardly used the printer because it took only a dozen pages of printing before it wanted more ink. I feel like my money was drained on a product that does not work efficiently. Also, I want to be reimbursed for the printer now for all of the trouble they have caused me. The printer goes for \$70.00 on Amazon. So I want \$133.00 .</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 71 of 135	
Reference Number	32933972
Created Date	09/20/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098639250
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/20/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/20/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KATY
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I purchased an Epson R1900 from Amazon with a Camera, and there was a manufactory rebate \$400 for a combined purchase. But I never got my \$400 back. --- Additional Comments: I need my \$400 rebate back.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 72 of 135	
Reference Number	33118594
Created Date	10/06/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098642803
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/06/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/06/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	POCATELLO
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Our printer will not work after running out of ink for the first time. Epson said they were sending new ink. However, we never received anything. --- Additional Comments: I would like Epson to assist me in getting my printer to work, or at least give me a refund on the purchase price. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 73 of 135	
Reference Number	33165051
Created Date	10/04/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098642104
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HATTIESBURG
Consumer Address, State Code	MS
Consumer Address, State Name	Mississippi
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	My business purchased this Workforce 520 on April 6, 2011 from Epson.com. It has been replaced in June 2011 and is currently needing to be replaced --- Additional Comments: Complete refund of purchase price and one set of ink price.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 74 of 135	
Reference Number	33188021
Created Date	10/07/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098643001
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/07/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/07/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GEORGETOWN
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Epson printer broke under warranty, they refuse to send me a replacement model that is not refurbished, even though mine was purchased new. --- Additional Comments: Give me a NEW product, not refurbished.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 75 of 135	
Reference Number	33188184
Created Date	09/30/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098641593
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/30/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/30/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FOOTHILL RANCH
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	A defect in this product's firmware is essentially forcing me to throw away a perfectly good printer into the landfill. --- Additional Comments: I would like Epson to correct this problem. If a fix is not available for my model of printer, then I would like it replaced with an updated (fixed) version.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 76 of 135	
Reference Number	33414692
Created Date	11/09/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/09/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/09/2011
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	New York
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I wonder if this is illegal. Epson markets inks for their printers through their web site and through retailers, but a series of inks, advertised as "high-capacity" is more expensive and unavailable from retail outlets. The quantities of the inks in these respective cartridges are not specified. (77 series, vs 78 series) so evaluation of their respective values is not possible. And is it illegal to withhold the high-capacity inks, with or without specifying content, from retail outlets?
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 77 of 135	
Reference Number	33628547
Created Date	11/09/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098649614
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/09/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/09/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LOS ANGELES
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer alleges company charged her full price for a defective machine and refuse to issue a refund. --- Additional Comments: Full and immediate refund due to multiple attempts to rectify the issue, and no resolution from the company.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 78 of 135	
Reference Number	33645898
Created Date	05/12/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098610486
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/12/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/12/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CINCINNATI
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer states, What we have is a company that likes to pass the buck back and forth over and over hoping you go away. --- Additional Comments: Consumer states; Whole unit exchange Epson will ship you a replacement unit, freight prepaid. You are responsible for returning the defective product within seven working days of receipt of replacement unit. Replacement unit will be the same model or another model of equivalent features.'

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 79 of 135	
Reference Number	33763978
Created Date	12/02/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/02/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/02/2011
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Lansing
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America Inc
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	http://www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>It has come to my attention that Epson printers have an internal counter that causes them to stop working after a certain number of years of use. This event is proceeded by the printer putting warning pop ups on the screen that "Some internal parts are at the end of their service life. Service this printer soon." When my printer did this, I found a web site that provided a free ware utility to reset the counter, at http://www.sscig.comepsone.shtml. When I downloaded this utility, and used it to reset the counter, the printer began to work properly again as if nothing had ever happened. I really dont think that its right that they should be building "kill codes" into their machines.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 80 of 135	
Reference Number	33877628
Created Date	11/22/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098652380
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/22/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/22/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	EDGER
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They charge me for a replacement printer that i never got since they didnt post received the faulty printer --- Additional Comments: i want the printer to be replaced and i dont want to pay for something i never got '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 81 of 135	
Reference Number	33907825
Created Date	11/18/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098651536
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/18/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/18/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	APO
Consumer Address, State Code	AE
Consumer Address, State Name	APO EUROPE
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Additional Comments: I would like a refund for both printers. One for the hold that was placed on my credit card for the replacement printer - which ended up being malfunctioned anyway, and another refund for the printer that was initially purchased before I was sent to Germany since it was covered under the 1 year warranty at the time of my call for a replacement printer. '
Complaint Info CRA Dispute	

Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 82 of 135	
Reference Number	34054364
Created Date	12/02/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098654123
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	12/02/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/02/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MORRISTOWN
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Bait and switch advertising -- merchandise offered but unavailable for sale --- Additional Comments: I want this item at the advertised price, and I want it in time for Christmas.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 83 of 135	
Reference Number	34054432
Created Date	12/02/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098654223
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	12/02/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/02/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OREGON
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Epson offered a deal for refurb printers for \$19 for 24 hrs. online Site down all day.Phone order down, 10 min after calling, site states sold out. --- Additional Comments: Honor original deal of refurb printer/or similar for \$19!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 84 of 135	
Reference Number	34231828
Created Date	12/31/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/31/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/31/2011
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	San Diego
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	562
Company Phone, Number	9813840
Company Phone, Extension	
Company Email	
Company Website	www.epson.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Internet/E-mail

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Epson has programmed its printers to not allow the use of cartridges from sources other than Epson. The printers are programmed to allow a few pages of print and then an "error" message claiming "cant recognize cartridge". There is nothing wrong with the off-brand cartridges but the printer will claim that there is. I have tested this numerous times with several printers and the result is the same: a false initial acceptance and after 10 pages an "error" message even though the printer used the cartridge successfully just moments before. This practice is anti-competitive and illegal. Epson cannot exclude another cartridge simply because it is not Epson. I want something done about this as Epson has defrauded thousands with this practice.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 85 of 135	
Reference Number	34231972
Created Date	12/31/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/31/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/31/2011
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	San Diego
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Long Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	562981384
Company Phone, Extension	3840
Company Email	
Company Website	www.epson.com
Company Rep First Name	support people
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Internet/E-mail

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Epson has programmed its printers to reject cartridges from any source other than Epson. Secondary market cartridges are initially accepted by the machines but shortly (after a few pages of print) the printer reports an error "cant recognize cartridge." It is patently ridiculous that the printer cant "recognize" a cartridge it just used, but further printing stops. The programming is a subterfuge for rejecting cartridges simply because they are not Epson new cartridges, not because they are deficient. The subterfuge attempts to evade the accusation of restraint of trade and anti-competitive practice, but it is such in any case. I have tested repeatedly several different printers with the same result. There is no documentation of this practice from Epson and the "error" message as such is a lie and a fraud. Consumers have a right to select cartridges for their printers if they are proper cartridges for the machine (as they are) they cannot be excluded simply because Epson didnt sell them. I insist that some agency of the government enjoin Epson from this practice and I will also seek restitution for a class of consumers defrauded by the company in this regard.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 86 of 135	
Reference Number	34301218
Created Date	12/08/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098655493
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	12/08/2011
Updated By	BBBCOCA-USER
Updated Date	03/04/2012
Agency Contact	External Agency
Complaint Date	12/08/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	SAN FRANCISCOll
Consumer Address, State Code	CAll
Consumer Address, State Name	Californiall
Consumer Address, Country Code	USAll
Consumer Address, Country Name	UNITED STATESll
Consumer Address, ZIP Code	b(6)ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Printer deceptively doesn't recognize ink. Customer service agent admitted that ink purchased in march automatically expires even with ink remaining. --- Additional Comments: Allow printers to work without smart chips, so that it will continue to print full ink, or replace my unused ink every 6 months.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 87 of 135	
Reference Number	34325375
Created Date	01/05/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	SPARRISH
Entered Date	01/05/2012
Updated By	SPARRISH
Updated Date	01/05/2012
Agency Contact	Phone
Complaint Date	01/05/2012
Transaction Date	01/01/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Chicago
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown

Complaint Info Initial Contact Date	01/01/2011
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0332
Complaint Info Product Service Description	Computers: Equipment\Software
Complaint Info Law Violation Code	DDMIIE
Complaint Info Law Violation Description	Deception/Misrepresentation\Defective Product\Poor Quality
Complaint Info Statute Code	P\ZZ
Complaint Info Statute Description	FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer has complaints against Epson, regarding his printer, model #: NX-420, which he purchased a year ago. There is an alert that comes on informing him that his ink cartridge is low and needs to be replaced, however he can clearly see that there is still ink left and none of his recent pages have had faded ink.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 88 of 135	
Reference Number	34356638
Created Date	12/20/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098657423
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	12/20/2011
Updated By	BBBCOCA-USER
Updated Date	03/04/2012
Agency Contact	External Agency
Complaint Date	12/20/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	FORT ATKINSONll
Consumer Address, State Code	Wlll
Consumer Address, State Name	Wisconsinll
Consumer Address, Country Code	USAll
Consumer Address, Country Name	UNITED STATESll
Consumer Address, ZIP Code	ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I received an email from Epson advertising quot25% OFF ALL EPSON PHOTO SCANNERSquot. Epson would not give me the 25% off when I wanted to place my order. --- Additional Comments: Honor Deal 8 - quot25% OFF ALL EPSON PHOTO SCANNERSquot along with the free ground shipping on orders \$125 or more.'
Complaint Info CRA Dispute	

Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 89 of 135	
Reference Number	34849797
Created Date	01/03/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098660329
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/03/2012
Updated By	BBBCOCA-USER
Updated Date	03/04/2012
Agency Contact	External Agency
Complaint Date	01/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	STANTONSBURGll
Consumer Address, State Code	NCll
Consumer Address, State Name	North Carolinalll
Consumer Address, Country Code	USAll
Consumer Address, Country Name	UNITED STATESll
Consumer Address, ZIP Code	b(6)ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	Purchased a printer, 3 months later the fax

Complaint Info Comments	<p>function failed. Replacement printer arrived with out software and it was refurbished. ---</p> <p>Additional Comments: Full refund. We thought a one-year warranty was good for one year, not the limited 30 day coverage they indicated is actually policy. We were not informed we would be receiving a refurbished machine and had we initially known we would have refused replacement and spoken to Apple about a possible refund, which they might have considered if we had the original printer purchased. '</p>
Complaint Info CRA Dispute Flag	.
Complaint Info CRA Dispute Responded	.
Complaint Info CRA Dispute Resolved	.

Record 90 of 135	
Reference Number	35188737
Created Date	01/18/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098664311
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/18/2012
Updated By	BBBCOCA-USER
Updated Date	04/11/2012
Agency Contact	External Agency
Complaint Date	01/18/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PHILADELPHIA
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Epson sent out an email today promoting a storewide sale on business materials including ink, however, professional materials are not included. --- Additional Comments: Epson can stop sending out misleading emails and wasting my time. I feel like itaposs a bait and switch scam. '
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 91 of 135	
Reference Number	35188834
Created Date	02/08/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098669417
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/08/2012
Updated By	BBBCOCA-USER
Updated Date	04/11/2012
Agency Contact	External Agency
Complaint Date	02/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NEW YORK
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I do not have the new printer back as I was promised. --- Additional Comments: Send the new printer.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 92 of 135	
Reference Number	35188844
Created Date	01/24/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098665803
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/24/2012
Updated By	BBBCOCA-USER
Updated Date	04/11/2012
Agency Contact	External Agency
Complaint Date	01/24/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FRANKLIN
Consumer Address, State Code	IN
Consumer Address, State Name	Indiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	Purchased a refurbished printer from Epson

Complaint Info Comments	directly, received the unit which did not function, I exchanged unit, and received a 2nd unit not working --- Additional Comments: I would like Epson to send a functioning unit, since refurbished units clearly are not up to standard, yet they are selling them I believe they should replace with a new unit as this printer is used in a primary business and I have not been able to conduct business due to printer not working. I feel as if I have been very patient as I purchased this printer nearly a month ago and have yet to be able to use it. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 93 of 135	
Reference Number	35225486
Created Date	01/20/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098665158
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/20/2012
Updated By	BBBCOCA-USER
Updated Date	04/11/2012
Agency Contact	External Agency
Complaint Date	01/20/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CARY
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	This printer company has intentionally designed

Complaint Info Comments	the product so that customers MUST buy color ink even if only intending to buy and use black ink. --- Additional Comments: I would like Epson America to stop manufacturing printers that cease to print when any of the color ink cartridges are exhausted. Epson America should also provide me with a reasonable supply of color ink for my Workforce 520 so that I can continue to buy and use black ink for my print jobs. Epson America should offer a reasonable solution for the many unhappy customers this issue is creating.'
Complaint Info CRA Dispute Flag	.
Complaint Info CRA Dispute Responded	.
Complaint Info CRA Dispute Resolved	.

Record 94 of 135	
Reference Number	35225513
Created Date	01/12/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098663056
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/12/2012
Updated By	BBBCOCA-USER
Updated Date	04/11/2012
Agency Contact	External Agency
Complaint Date	01/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NEW YORK
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The projector has malfunctioned two different times and the solution provided by Epson is not fair or acceptable. --- Additional Comments: I would like the projector replaced with a new Home Cinema 8350'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 95 of 135	
Reference Number	35684599
Created Date	01/10/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098662581
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/10/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/10/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	DOWNSVIEWll
Consumer Address, State Code	ONll
Consumer Address, State Name	Ontario, Canadal
Consumer Address, Country Code	CANll
Consumer Address, Country Name	CANADAll
Consumer Address, ZIP Code	ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	-Purchased new from Fortune Computers, store front refused exchange on defective model. - Manf warranty charges \$173 hold on CC to replace, no refunds --- Additional Comments: Refund. In store Credit'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 96 of 135	
Reference Number	35687670
Created Date	12/27/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098658794
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	12/27/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/27/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	CAMDENll
Consumer Address, State Code	MEll
Consumer Address, State Name	Mainell
Consumer Address, Country Code	USAll
Consumer Address, Country Name	UNITED STATESll
Consumer Address, ZIP Code	ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	No driver to use Epson Expressions Professional Scanner with iMac Lion Operating System. making my scanner useless. --- Additional Comments: Produce a driver in a timely manner to enable me to use my scanner or supply me with a professional flatbed scanner that does have a driver available of at least equivalent quality to my current scanner.'
Complaint Info CRA Dispute	

Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 97 of 135	
Reference Number	36125448
Created Date	03/23/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/23/2012
Updated By	CRSS\rmiller
Updated Date	03/27/2012
Agency Contact	Internet
Complaint Date	03/23/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SKOPJE AERODROM
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	MKD
Consumer Address, Country Name	MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Digit Computer Engineering. © 2012 Seiko Epson Corporation.
Company Address, Line 1	Bul. Partizanski Odredi
Company Address, Line 2	62 Vlez II mezanin
Company Address, Line 3	
Company Address, City	Skopje
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	MKD
Company Address, Country Name	MACEDONIA. THE FORMER YUGOSLAV REPUBLIC OF
Company Address, ZIP Code	1000
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	0038923093393
Company Phone, Extension	
Company Email	
Company Website	http://www.digit.net.mk/
Company Rep First Name	Angel
Company Rep Middle Name	
Company Rep Last Name	Bardarski
Company Rep Salutation	
Company Rep Comments	CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	GP5
Complaint Info Law Violation Description	Other privacy violation
Complaint Info Statute Code	GP
Complaint Info Statute Description	General Privacy
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Breach of privacy.. PS9000; Copyright © 2012 Seiko Epson Corporation. All rights reserved. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 98 of 135	
Reference Number	36614295
Created Date	02/24/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098673599
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/24/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/24/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WASHINGTON
Consumer Address, State Code	DC
Consumer Address, State Name	District of Columbia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Product issues. --- Additional Comments: All I want is for them to send me a replacement machine and for them to not waste my time on the phone anymore. I want the Epson Perfection 4990 photo machine shipped over night to my office. I don't want to pay shipping and handling. They have wasted enough of my time and money making me wait on the phone.'
Complaint Info CRA Dispute	

Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 99 of 135	
Reference Number	36617365
Created Date	02/21/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098672334
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/21/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/21/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GALION
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I think the WorkForce 520 is a cheap All-In One machine. --- Additional Comments: Offer customers their money back'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 100 of 135	
Reference Number	36617424
Created Date	02/22/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098672553
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/22/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/22/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GREENSBORO
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Epson America, Inc.
Company Address, Line 1	3840 Kilroy Airport Way, MS 6-40
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONG BEACH
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90806
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	8737766
Company Phone, Extension	
Company Email	tammy_nolan@ea.epson.com
Company Website	http://www.epson.com/cgi-bin/Store/index.jsp

Company Rep First Name	John
Company Rep Middle Name	
Company Rep Last Name	Lang
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3700
Complaint Info Product Service Description	Office Supplies and Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Unfair business practice --- Additional Comments: 1. Discontinue this abhorrent practice. 2. Send me new cartridges at no cost. I can return the old cartridges on request.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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As a Consumer Sentinel Network member, you must properly protect any information printed, downloaded, or otherwise removed from the Network as stated in OMB Memo M-06-16. Please delete or destroy this information within 90 days unless its use is still required for law enforcement purposes. When destroying the information you should burn, pulverize, or shred the information saved in paper format and destroy or erase information that has been saved electronically so that it cannot practicably be read or reconstructed. Proper erasure of electronic information must include the overwriting or "wiping" of the information from the electronic media on which it is stored.

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Provided by the Federal Trade Commission